

MASSACHUSETTS PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
MR-5 - Repeat Trouble Reports												
MR-5-01-3342	% Repeat Reports within 30 Days	18.62	14.15	17.9	14.29	17.35	17.92	17.64	8.42	18.2	19.8	
2-Wire xDSL Line Sharing - Maintenance												
MR-2 - Trouble Report Rate												
MR-2-02-3343	Network Trouble Report Rate - Loop	0.15	0.07	0.19	0.04	0.23	0.14	0.28	0.1	0.32	0.23	
MR-2-03-3343	Network Trouble Report Rate - Central Office	0.04	0.11	0.04	0	0.03	0.03	0.03	0.07	0.04	0.1	
MR-3 - Missed Repair Appointments												
MR-3-01-3343	% Missed Repair Appointment – Loop	22.51	50	17.56	0	25.57	0	25.81	33.33	24.59	0	1,2,3,4
MR-3-02-3343	% Missed Repair Appointment – Central Office	8.25	25	6.19	0	13.4	0	11.25	0	12.39	0	1,2,3,4,5
MR-4 - Trouble Duration Intervals												
MR-4-02-3343	Mean Time To Repair - Loop Trouble	24.49	37.33	22.57	8.5	28.87	9.26	29.99	19.17	29.57	11.38	1,2,3,4
MR-4-03-3343	Mean Time To Repair - Central Office Trouble	11.38	6.63	9.77	5.87	14.51	3.69	19.3	3.88	14.74	4.12	1,2,3,4,5
MR-4-04-3343	% Cleared (all troubles) within 24 Hours	70.49	83.33	74.65	100	64.78	83.33	60.25	85.71	63.9	91.67	1,2,3,4
MR-4-07-3343	% Out of Service > 12 Hours	63.96	16.67	59.37	0	70.94	33.33	72.35	16.67	69.95	20	1,2,3,4
MR-4-08-3343	% Out of Service > 24 Hours	28.98	16.67	25.07	0	32.2	33.33	38.44	16.67	35.52	10	1,2,3,4
MR-5 - Repeat Trouble Reports												
MR-5-01-3343	% Repeat Reports within 30 Days	55.56	16.67	62.12	50	60.84	66.67	55.07	71.43	38.67	66.67	1,2,3,4
2-Wire xDSL Line Splitting - Maintenance												
MR-2 - Trouble Report Rate												
MR-2-02-3345	Network Trouble Report Rate - Loop	0.15	NA	0.19	NA	0.23	NA	0.28	NA	0.32	NA	
MR-2-03-3345	Network Trouble Report Rate - Central Office	0.04	NA	0.04	NA	0.03	NA	0.03	NA	0.04	NA	
MR-2-04-3345	% Subsequent Reports		NA		NA		NA		NA		NA	
MR-2-05-3345	% CPE/TOK/FOK Trouble Report Rate		NA		NA		NA		NA		NA	
MR-3 - Missed Repair Appointments												
MR-3-01-3345	% Missed Repair Appointment – Loop	22.51	NA	17.56	NA	25.57	NA	25.81	NA	24.59	NA	
MR-3-02-3345	% Missed Repair Appointment – Central Office	8.25	NA	6.19	NA	13.4	NA	11.25	NA	12.39	NA	
MR-3-03-3345	%CPE/TOK/FOK - Missed Appointment		NA		NA		NA		NA		NA	
MR-4 - Trouble Duration Intervals												
MR-4-02-3345	Mean Time To Repair - Loop Trouble	24.49	NA	22.57	NA	28.87	NA	29.99	NA	29.57	NA	

Federal Communications Commission

FCC 02-262

MASSACHUSETTS PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
MR-4-03-3345	Mean Time To Repair - Central Office Trouble	11.38	NA	9.77	NA	14.51	NA	19.3	NA	14.74	NA	
MR-5 - Repeat Trouble Reports												
MR-5-01-3345	% Repeat Reports within 30 Days	55.56	NA	62.12	NA	60.84	NA	55.07	NA	38.67	NA	
Special Services - Maintenance												
MR-2 - Trouble Report Rate												
MR-2-01-3200	Network Trouble Report Rate	0.21	1.26	0.23	1.65	0.34	1.39	0.34	1.79	0.45	2.42	
MR-2-05-3200	% CPE/TOK/FOK Trouble Report Rate		1.85		1.84		2.03		2.45		2.21	
MR-4 - Trouble Duration Intervals												
MR-4-01-3216	Mean Time To Repair -- Total - Non DS0 & DS0	6.42	NA	6.48	NA	7.46	NA	8.66	NA	7.79	NA	
MR-4-01-3217	Mean Time To Repair -- Total - DS1 & DS3	6.38	6.43	7.98	6.66	12.79	7.7	9.2	7.84	7.28	6.72	
MR-5 - Repeat Trouble Reports												
MR-5-01-3200	% Repeat Reports within 30 Days	17.96	14.29	18.02	10.14	18.63	21.43	17.34	20.27	15.79	14.56	
Trunks (Aggregate) - POTS/Special Services												
ORDERING												
OR 1 - Order Confirmation Timeliness												
OR-1-12-5020	% On Time FOC (<= 192 Forecasted Trunks)		100		100		100		100		100	1
OR-1-12-5030	% On Time FOC (> 192 and Unforecasted Trunks)		88.89		89.09		59.15		53.17		67.01	
OR-1-13-5020	% On Time Design Layout Record (DLR)		100		100		90.32		95.83		100	
OR-1-19-5020	% On Time Resp. - Request for Inbound Augment Trunks (<= 192 Forecasted Trunks)		100		100		100		NA		100	1,2,3,5
OR-1-19-5030	% On Time Resp. - Request for Inbound Augment Trunks (> 192 Forecasted Trunks)		100		NA		100		NA		100	1,3,5
OR-2 - Reject Timeliness												
OR-2-12-5000	% On Time Trunk ASR Reject (<= 192 Forecasted Trunks)		100		100		100		100		100	1,2,3,4,5
PROVISIONING												

Federal Communications Commission

FCC 02-262

MASSACHUSETTS PERFORMANCE METRIC DATA

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		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-1 - Average Interval Offered												
PR-1-09-5020	Av. Interval Offered – Total (<= 192 Forecasted Trunks)	23.86	15.2	16.13	18.33	20	15.75	18	13.33	11.5	14.11	1,3,4
PR-1-09-5030	Av. Interval Offered – Total (> 192 & Unforecasted Trunks)	17.75	17.18	26.57	18.83	25.36	22	18.52	30.14	13.2	32.04	
PR-4 - Missed Appointment												
PR-4-01-5000	% Missed Appointment – Verizon – Total	0	0	0	0	0	0					
PR-4-02-5000	Average Delay Days - Total	NA	NA	NA	NA	NA	NA		NA		NA	
PR-4-03-5000	% Missed Appointment – Customer		19.32		22.93		21.43		7.79		30.47	
PR-4-07-3540	% On Time Performance – LNP Only		99.82		99.84		99.51		99.37		99.93	
PR-4-15-5000	% On Time Provisioning - Trunks								100		100	
PR-5 - Facility Missed Orders												
PR-5-01-5000	% Missed Appointment – Verizon – Facilities	0	0	0	0	0	0	0	0	0	0	
PR-5-02-5000	% Orders Held for Facilities > 15 Days	0	0	0	0	0	0	0	0	0	0	
PR-5-03-5000	% Orders Held for Facilities > 60 Days	0	0	0	0	0	0	0	0	0	0	
PR-6 - Installation Quality												
PR-6-01-5000	% Installation Troubles reported within 30 Days	0	0	0	0	0.07	0.01	0.05	0	0.05	0	
PR-6-03-5000	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE		0		0		0		0		0	
PR-8 - Open Orders in a Hold Status												
MAINTENANCE												
MR-2 - Trouble Report Rate												
MR-2-01-5000	Network Trouble Report Rate	0.01	0	0	0	0.01	0.01	0	0	0.01	0.01	
MR-4 - Trouble Duration Intervals												
MR-4-01-5000	Mean Time To Repair – Total	1.34	1.17	1	0.93	0.96	1.06	1.36	1.05	1.84	1.07	
MR-4-04-5000	% Cleared (all troubles) within 24 Hours	100	100	100	100	100	100	100	100	100	100	
MR-4-05-5000	% Out of Service > 2 Hours	6.67	0	0	0	10	7.69	23.08	0	41.18	8.7	
MR-4-06-5000	% Out of Service > 4 Hours	6.67	0	0	0	0	0	0	0	11.76	0	
MR-4-07-5000	% Out of Service > 12 Hours	0	0	0	0	0	0	0	0	0	0	
MR-4-08-5000	% Out of Service > 24 Hours	0	0	0	0	0	0	0	0	0	0	
MR-5 - Repeat Trouble Report Rates												
MR-5-01-5000	% Repeat Reports within 30 Days	6.67	0	27.27	12.5	15	7.69	15.38	14.29	17.65	8.7	

Federal Communications Commission

FCC 02-262

MASSACHUSETTS PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
NETWORK PERFORMANCE												
NP-1 - Percent Final Trunk Group Blockage												
NP-1-02-5000	% FTG Exceeding Blocking Std. –(No Exceptions)	0.65	1.41	1.96	3.07	0.67	2.8	0.34	0.56	0.74	3.08	
NP-1-03-5000	Number FTG Exceeding Blocking Std. – 2 Months		0		0		0		0		0	
NP-1-04-5000	Number FTG Exceeding Blocking Std. – 3 Months		0		0		0		0		0	
NP-2 - Collocation Performance - New												
NP-2-01-6701	% On Time Response to Request for Physical Collocation		100		NA		100		100		100	1,3,4,5
NP-2-02-6701	% On Time Response to Request for Virtual Collocation		NA		NA		NA		NA		NA	
NP-2-03-6701	Average Interval – Physical Collocation		76		67.5		67		75.25		74	
NP-2-04-6701	Average Interval – Virtual Collocation		103		128		NA		NA		NA	
NP-2-05-6701	% On Time – Physical Collocation		100		100		100		100		100	1,2,3,4,5
NP-2-06-6701	% On Time – Virtual Collocation		100		100		NA		NA		NA	1,2
NP-2-07-6701	Average Delay Days – Physical Collocation		NA		NA		NA		NA		NA	
NP-2-08-6701	Average Delay Days – Virtual Collocation		NA		NA		NA		NA		NA	
NP-2 - Collocation Performance - Augment												
NP-2-01-6702	% On Time Response to Request for Physical Collocation		100		100		100		100		100	3,4,5
NP-2-02-6702	% On Time Response to Request for Virtual Collocation		NA		100		100		NA		NA	2,3
NP-2-03-6702	Average Interval – Physical Collocation - 76 Days		64.7		47.18		57.52		46.8		61.57	
NP-2-03-6712	Average Interval – Physical Collocation - 45 Days		40		NA		NA		NA		NA	
NP-2-04-6702	Average Interval – Virtual Collocation		67		70		NA		NA		62	
NP-2-05-6702	% On Time – Physical Collocation - 76 Days		100		100		100		100		100	5
NP-2-05-6712	% On Time – Physical Collocation - 45 Days		100		NA		NA		NA		NA	1

Federal Communications Commission

FCC 02-262

MASSACHUSETTS PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
NP-2-06-6702	% On Time – Virtual Collocation		100		100		NA		NA		100	1,2,5
NP-2-07-6702	Average Delay Days – Physical Collocation		NA		NA		NA		NA		NA	
NP-2-08-6702	Average Delay Days – Virtual Collocation		NA		NA		NA		NA		NA	
PO-4-02-6660	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std., Verizon Orig. & CLEC Orig.		NA		NA		NA		NA		NA	
PO-4-02-6671	Change Mgmt. Notice - Delay 1-7 Days - Emergency Maint. & Regulatory		NA		NA		NA		NA		NA	
PO-4-03-6660	Change Mgmt. Notice - Delay 8+ Days - Ind. Std., Verizon Orig. & CLEC Orig.		NA		NA		NA		NA		NA	
PO-4-03-6671	Change Mgmt. Notice - Delay 8+ Days - Emergency Maint. & Regulatory		NA		NA		NA		NA		NA	
PO-4-02-6622	Change Mgmt. Notice - Delay 1-7 Days - Regulatory		NA		NA		NA		NA		NA	
PO-4-02-6662	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std., Verizon Orig. & CLEC Orig.		NA		NA		NA		NA		NA	
PO-4-03-6622	Change Mgmt. Notice - Delay 8+ Days - Regulatory		NA		NA		NA		NA		NA	
PO-4-03-6662	Change Mgmt. Notice - Delay 8+ Days - Ind. Std., Verizon Orig. & CLEC Orig.		NA		NA		NA		NA		NA	
OPERATOR SERVICES & DATABASES****												
OD-1 - Operator Services - Speed of Answer												
OD-1-01-1021	Average Speed of Answer – Operator Services - NE OSC	2.72	0.28	3	0.3	2.99	0.29	2.9	0.28	2.88	0.27	
OD-1-02-1021	Average Speed of Answer – Directory Assistance - NE OSC	3.64	2.19	3.64	2.2	3.95	2.35	3.94	2.35	3.8	2.26	
RESALE Pre-Ordering												
PO-3 - Contact Center Availability												
PO-3-02-2000	% Answered within 30 Seconds – Ordering*		94.33		94.98		95.81		96.24		96.07	
PO-3-04-2000	% Answered within 30 Seconds – Repair**		92.98		93.64		92.99		90.67		91.43	
OR-8 - Acknowledgement Timeliness												
OR-8-01-2000	% Acknowledgements on Time		100		100		100		100		99.88	

Federal Communications Commission

FCC 02-262

MASSACHUSETTES PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
OR-9 - Order Acknowledgement Completeness												
OR-9-01-2000	% Acknowledgement Completeness		100		100		100		100		100	
PR-1 - Average Interval Offered												
PR-1-04-2100	Average Interval Offered – Dispatch (6-9 Lines)	2.54	4.88	2.26	7.27	2.06	5.46	2.52	7.35	3.53	6.88	
PR-1-05-2100	Average Interval Offered – Dispatch (>= 10 Lines)	3.9	8.25	2.93	8.28	3.03	9.26	2.76	17.38	3.44	8.45	
PR-3 - Completed within Specified Days												
PR-3-01-2100	% Completed in 1 Day (1-5 Lines - No Dispatch)	89.64	76.93	85.88	76.57	80.2	72.29	80.28	75.15	80.69	69.08	
PR-3-06-2100	% Completed in 3 Days (1-5 Lines - Dispatch)	80.67	74.29	73.02	74.7	72.54	73.16	64.83	60.94	58.08	61.33	
PR-3-09-2100	% Completed in 5 Days (1-5 Lines – Dispatch)	97.69	98.89	97.5	99.08	97.09	99.62	93.64	96.45	88.19	90.63	
PR-5-01-2100	% Missed Appointment – Verizon – Facilities	2.84	3	3.35	3.09	3.04	3.14	2.91	2.68	3.07	3.17	
PR-5-02-2100	% Orders Held for Facilities > 15 Days	0.05	0	0.05	0	0.05	0	0.09	0	0.08	0	
POTS - Business												
PR-1 - Average Interval Offered												
PR-1-01-2110	Average Interval Offered – Total No Dispatch	0.56	1.33	0.62	1.34	0.65	1.96	0.61	1.96	0.65	1.89	
PR-1-03-2110	Average Interval Offered – Dispatch (1-5 Lines)	2.18	3.07	2.19	2.67	2.2	2.71	2.12	2.96	2.19	2.79	
POTS - Residence												
PR-1 - Average Interval Offered												
PR-1-01-2120	Average Interval Offered – Total No Dispatch	0.31	0.98	0.39	0.83	0.52	0.97	0.54	0.81	0.6	0.9	
PR-1-03-2120	Average Interval Offered – Dispatch (1-5 Lines)	2.59	3.14	2.83	3.2	2.88	3.32	3.29	3.94	3.62	5.03	
PR-1 - Average Interval Offered												
PR-1-12-2103	Average Interval Offered – Disconnects	3.69	3.03	3.72	3.05	3.5	3.02	3.55	3.16	6.05	3.67	
PR-1 - Average Interval Offered												
PR-1-01-2341	Average Interval Offered – Total No Dispatch	1.4	1.91	1.45	1.91	1.61	3.61	1.87	1.9	1.97	2.17	

Federal Communications Commission

FCC 02-262

MASSACHUSETTS PERFORMANCE METRIC DATA

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		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-1-02-2341	Average Interval Offered – Total Dispatch	2.97	8.5	3.18	10.89	3.68	7.67	3.43	15.33	3.92	12	4,5
PR-5-01-2341	% Missed Appointment – Verizon – Facilities	2.33	0	3.3	0	2.3	3.7	3.37	0	4.68	4.55	
PR-5-02-2341	% Orders Held for Facilities > 15 Days	0.29	0	0	0	0	0	0	0	0.29	0	
PR-1 - Average Interval Offered												
PR-1-06-2200	Average Interval Offered – DS0	9.95	8.76	10.31	8.75	11	9.36	11.1	9.26	10.02	8.65	
PR-1-07-2200	Average Interval Offered – DS1	16.3	19.38	17.83	21	19.91	16	19.87	13.2	21.79	10.75	1,3
PR-1-08-2200	Average Interval Offered – DS3	35.14	NA	32.39	NA	51.33	NA	22.29	NA	45.13	NA	
PR-1-12-2200	Average Interval Offered – Disconnects	11.59	7.64	10.15	8.26	10.62	6.22	12.16	7.16	12.77	8	
PR-5- Facility Missed Orders												
PR-5-01-2200	% Missed Appointment – Verizon – Facilities	0	0	0.42	0	0.79	0	0.21	2.78	1.76	8.7	
PR-5-02-2200	% Orders Held for Facilities > 15 Days	0	0	0	0	0	0	0	0	0	0	
MR-2-02-2100	Network Trouble Report Rate – Loop	0.76	0.32	0.94	0.4	0.96	0.37	1.11	0.35	1.33	0.39	
MR-2-03-2100	Network Trouble Report Rate – Central Office	0.08	0.05	0.09	0.06	0.09	0.05	0.09	0.05	0.1	0.05	
MR-2-04-2100	% Subsequent Reports		7.94		12.76		7.25		6.97		6.03	
MR-2-05-2100	% CPE/TOK/FOK Trouble Report Rate		0.27		0.33		0.32		0.3		0.29	
UNE Pre-ordering												
PO-3 - Contact Center Availability												
PO-3-02-3000	% Answered within 30 Seconds – Ordering*		91.26		93.85		94.46		95.87		91.46	
PO-3-04-3000	% Answered within 30 Seconds – Repair**		92.98		93.64		92.99		90.67		91.43	
OR-8 - Acknowledgement Timeliness												
OR-8-01-3000	% Acknowledgements on Time		100		100		99.98		99.99		99.68	
OR-9 - Order Acknowledgement Completeness												
OR-9-01-3000	% Acknowledgement Completeness		100		100		100		100		100	
OR-3-02-3000	% Resubmission Not Rejected		NA		NA		NA		NA		NA	
PR-1 - Average Interval Offered												
PR-1-01-3140	Av. Interval Offered - Total No Dispatch - Platform					0.53	1.03	0.55	0.84	0.6	1.07	

MASSACHUSETTES PERFORMANCE METRIC DATA

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		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-1-03-3112	Av. Interval Offered - Dispatch (1-5 Lines) - Loop	2.5	4.83	2.67	3.93	2.7	3.81	3.01	3.51	3.3	3.49	
PR-1-03-3140	Av. Interval Offered - Dispatch (1-5 Lines) - Platform	2.5	3.02	2.67	2.94	2.7	3.02	3.01	2.7	3.3	2.59	
PR-1-04-3112	Av. Interval Offered - Dispatch (6-9 Lines) - Loop	2.54	6.13	2.26	6.8	2.06	6	2.52	9	3.53	4.5	1,2,3,5
PR-1-04-3140	Av. Interval Offered - Dispatch (6-9 Lines) - Platform	2.54	5.33	2.26	NA	2.06	4.6	2.52	5.25	3.53	10	1,3,4,5
PR-1-05-3112	Av. Interval Offered - Dispatch (>= 10 Lines) - Loop	3.9	4.33	2.93	4	3.03	10	2.76	3.67	3.44	5.67	1,2,3,4,5
PR-1-05-3140	Av. Interval Offered - Dispatch (>= 10 Lines) - Platform	3.9	12.5	2.93	43	3.03	7.5	2.76	8	3.44	3	1,2,3,4,5
PR-5-01-3112	% Missed Appointment - Verizon - Facilities Loop	2.84	0.4	3.35	0.87	3.04	0	2.91	0.92	3.07	0.35	
PR-5-01-3140	% Missed Appointment - Verizon - Facilities - Platform	2.84	3.79	3.35	0.67	3.04	1.97	2.91	0	3.07	1.6	
PR-5-02-3112	% Orders Held for Facilities > 15 Days - Loop	0.05	0	0.05	0	0.05	0	0.09	0	0.08	0	
PR-5-02-3140	% Orders Held for Facilities > 15 Days - Platform	0.05	0	0.05	0	0.05	0	0.09	0	0.08	0	
PR-5-04-3112	% Orders Cancelled (> 5 days) after Due Date - Due to Facilities - Loop		0		0		0		0		0	
PR-6-02-3520	% Installation Troubles reported within 7 Days - Hot Cut Loop		0.4		0.81		0.7		0.97		0.61	
PR-9-08-3520	Average Duration of Service Interruption		15.9		21.2		18.55		17.36		19.57	
PR-1 - Average Interval Offered												
PR-1-12-3133	Av. Interval Offered - Disconnects	3.69	4.29	3.72	5.07	3.5	5.29	3.55	5.13	6.05	6.96	
PR-1 - Average Interval Offered												
PR-1-01-3341	Av. Interval Offered - Total No Dispatch	1.4	5.5	1.45	5	1.61	0	1.87	6	1.97	NA	1,2,3,4
PR-1-02-3341	Av. Interval Offered - Total Dispatch	2.97	5.9	3.18	5.93	3.68	5.89	3.43	5.61	3.92	5.63	
PR-4-08-3341	% Missed Appt. - Customer - Late Order Conf.		0		0		0		0		0	
PR-5-01-3341	% Missed Appointment - Verizon Facilities	2.33	1.16	3.3	1.22	2.3	3.23	3.37	1.92	4.68	0	

Federal Communications Commission

FCC 02-262

MASSACHUSETTS PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-5-02-3341	% Orders Held for Facilities > 15 Days	0.29	0	0	0	0	0	0	0	0.29	0	
PR-5-04-3341	% Orders Cancelled (> 5 days) after Due Date - Due to Facilities		0		0		0		0		0	
PR-1 - Average Interval Offered												
PR-1-01-3342	Av. Interval Offered – Total No Dispatch		5.33		4.43		NA		6		6	1,2,4,5
PR-1-02-3342	Av. Interval Offered – Total Dispatch		5.98		5.87		5.95		5.96		5.98	
PR-3-10-3342	% Completed in 6 Days (1-5 Lines - Total)		100		99.53		99.45		100		100	
PR-3-11-3342	% Completed in 9 Days (1-5 Lines - Total)											
PR-4-08-3342	% Missed Appt. – Customer – Late Order Conf.		0		0		0		0		0	
PR-5-01-3342	% Missed Appointment - Verizon Facilities	0.4	1.23	1.24	1.39	0.41	1.08	0.73	0.26	1.05	0.27	
PR-5-02-3342	% Orders Held for Facilities > 15 Days	0	0	0.1	0	0	0	0	0	0.12	0	
PR-5-04-3342	% Orders Cancelled (> 5 days) after Due Date - Due to Facilities		0.24		0		0		0		0	
PR-1 - Average Interval Offered												
PR-1-01-3343	Av. Interval Offered – Total No Dispatch	2.93	2.9	2.88	2.94	2.92	2.92	2.97	2.99	2.97	2.86	
PR-1-02-3343	Av. Interval Offered – Total Dispatch	3	3	3	3	2.99	3	3	3	2.99	3	
PR-3-03-3343x	% Completed in 3 Days (1-5 Lines - No Dispatch)		100		99.29		100		100		100	
PR-5-01-3343	% Missed Appointment - Verizon Facilities	0.4	0	1.24	0	0.41	5.56	0.73	0	1.05	4.55	
PR-5-02-3343	% Orders Held for Facilities > 15 Days	0	0	0.1	0	0	0	0	0	0.12	0	
PR-1 - Average Interval Offered												
PR-1-01-3345	Av. Interval Offered – Total No Dispatch	2.93	NA	2.88	NA	2.92	NA	2.97	NA	2.97	NA	
PR-1-02-3345	Av. Interval Offered – Total Dispatch	3	NA	3	NA	2.99	NA	3	NA	2.99	NA	
PR-3-03-3345	% Completed in 3 Days (1-5 Lines - No Dispatch)	99.91	NA	99.93	NA	99.86	NA	99.89	NA	99.95	NA	
PR-3-03-3345x	% Completed in 3 Days (1-5 Lines - No Dispatch)		NA		NA		NA		NA		NA	
PR-4-02-3345	Average Delay Days – Total	2.2	NA	3.36	NA	1.45	NA	1.85	NA	3.2	NA	
PR-4-03-3345	% Missed Appointment – Customer		NA		NA		NA		NA		NA	

Federal Communications Commission

FCC 02-262

MASSACHUSETTES PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-5-02-3345	% Orders Held for Facilities > 15 Days	0	NA	0.1	NA	0	NA	0	NA	0.12	NA	
PR-8-02-3345	Open Orders in a Hold Status > 90 Days	0	NA	0	NA	0	NA	0	NA	0	NA	
PR-1 - Average Interval Offered												
PR-1-06-3200	Av. Interval Offered – DS0	9.95	NA	10.31	NA	11	NA	11.1	NA	10.02	NA	
PR-1-07-3200	Av. Interval Offered – DS1	16.3	14.88	17.83	16.71	19.91	18.73	19.87	19.66	21.79	16.73	
PR-1-08-3200	Av. Interval Offered – DS3	35.14	NA	32.39	NA	51.33	NA	22.29	NA	45.13	NA	
PR-1-09-3511	Av. Interval Offered – Total - EEL – Backbone		NA		10		58		NA		NA	2,3
PR-1-09-3512	Av. Interval Offered – Total - EEL – Loop		20.5		19.78		15.5		17.92		20.5	
PR-1-09-3530	Av. Interval Offered – Total - IOF		13.47		13.89		10.81		17.5		12.69	
PR-1-12-3200	Av. Interval Offered – Disconnects	11.59	5.73	10.15	7.46	10.62	6.81	12.16	6.92	12.77	6.7	
PR-5-01-3200	% Missed Appointment – Verizon – Facilities	0	0.72	0.42	0.5	0.79	1.14	0.21	2.03	1.76	1.43	
PR-5-02-3200	% Orders Held for Facilities > 15 Days	0	0.72	0	0	0	0	0	0	0	0	
PR-5-04-3200	% Orders Cancelled (> 5 days) after Due Date - Due to Facilities		0		0		0		0		0	
PR-8-01-3510	Open Orders in a Hold Status > 30 Days - EEL	0	0	0	0	0	0	0.32	0	0.44	0	
PR-8-01-3530	Open Orders in a Hold Status > 30 Days - IOF	20	0	16.67	0	30	0	14.29	0	12.5	0	
PR-8-02-3510	Open Orders in a Hold Status > 90 Days - EEL	0	0	0	0	0	0	0	0	0	0	
PR-8-02-3530	Open Orders in a Hold Status > 90 Days - IOF	0	0	8.33	0	10	0	7.14	0	12.5	0	
MR-4-04-3550	% Cleared (all troubles) within 24 Hours	77.03	87.85	74.6	89.89	73.89	87.39	69.12	87.65	67.45	86.95	
MR-4-07-3550	% Out of Service > 12 Hours	57.2	48.08	57.8	48.09	58.23	45.94	62.79	47.83	60.04	51.69	
MR-4-08-3550	% Out of Service > 24 Hours	22.85	12.09	24.94	10.85	25.08	13.45	30.04	11.96	30.86	13.48	

Federal Communications Commission

FCC 02-262

MASSACHUSETTS PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
MR-3-03-3140	% CPE/TOK/FOK - Missed Appointment - Platform		6.5		6.8		5.94		7.18		8.58	
MR-4-02-3144	Mean Time To Repair – Loop Trouble - Platform - Bus.	12.05	11.2	12.56	12.43	12.48	11.63	12.29	11.3	10.96	9.58	
MR-4-02-3145	Mean Time To Repair – Loop Trouble - Platform - Res.	20.36	18.05	21.5	20.98	22.01	21.93	23.68	19.8	23.51	20.32	
MR-4-03-3144	Mean Time To Repair – Central Office Trouble - Bus.	8	6.05	8.36	8.24	7.62	5.26	7.44	5.09	7.8	7.98	
MR-4-03-3145	Mean Time To Repair – Central Office Trouble - Res.	9.61	9.48	9.13	4.85	10.32	8.46	10.79	22.22	11.33	13.15	1,3
MR-4-08-3144	% Out of Service > 24 Hours - Bus.	11.53	6.9	12.24	9.66	11.35	14.62	12.57	9.15	10.16	4.89	
MR-4-08-3145	% Out of Service > 24 Hours - Res.	25.32	16.98	27.71	24.49	27.9	35.29	33.32	28.85	34.67	30.67	
MR-2-05-3341	% CPE/TOK/FOK Trouble Report Rate		1.21		1.6		1.05		0.98		0.64	
MR-3-03-3341	% CPE/TOK/FOK - Missed Appointment		0		1.61		2.5		5.41		0	
MR-4-04-3341	% Cleared (all troubles) within 24 Hours	76.96	78.95	74.58	94.44	73.84	77.78	69.1	95	67.44	86.11	
MR-2-04-3342	% Subsequent Reports		13.82		18.25		10.92		24		40.59	
MR-2-05-3342	% CPE/TOK/FOK Trouble Report Rate		0.65		0.7		0.81		0.75		0.72	
MR-3-03-3342	% CPE/TOK/FOK - Missed Appointment		1.09		0		0		1.89		0.99	
MR-4-04-3342	% Cleared (all troubles) within 24 Hours	76.96	87.74	74.58	85.71	73.84	86.79	69.1	85.26	67.44	89.11	
MR-2-04-3343	% Subsequent Reports		25		60		40		30		42.86	1,2
MR-2-05-3343	% CPE/TOK/FOK Trouble Report Rate		0.77		0.79		0.94		0.92		1.03	
MR-3-03-3343	% CPE/TOK/FOK - Missed Appointment		9.52		4.55		11.11		18.52		3.23	
MR-4-04-3345	% Cleared (all troubles) within 24 Hours	70.49	NA	74.65	NA	64.78	NA	60.25	NA	63.9	NA	
MR-4-07-3345	% Out of Service > 12 Hours	63.96	NA	59.37	NA	70.94	NA	72.35	NA	69.95	NA	
MR-4-08-3345	% Out of Service > 24 Hours	28.98	NA	25.07	NA	32.2	NA	38.44	NA	35.52	NA	
MR-4-04-3216	% Cleared (all troubles) within 24 Hours - Non DS0 & DS0	97.23	NA	98.14	NA	96.92	NA	94.52	NA	95.51	NA	
MR-4-04-3217	% Cleared (all troubles) within 24 Hours - DS1 & DS3	97.26	95.92	95.56	98.55	97.14	96.43	92.99	98.65	97.38	97.09	

MASSACHUSETTS PERFORMANCE METRIC DATA

Metric	Number	Name	February		March		April		May		June		Notes
			VZ	CL	VZ	CL	VZ	CL	VZ	CL	VZ	CL	
MR-4-06-3216	% Out of Service > 4 Hours - Non DS0 & DS0		53.65	NA	57.59	NA	60.81	NA	68.37	NA	63.95	NA	
MR-4-06-3217	% Out of Service > 4 Hours - DS1 & DS3		59.53	55	67.71	54.24	67.49	67.35	69.66	78.79	69.78	60.87	
MR-4-08-3216	% Out of Service > 24 Hours - Non DS0 & DS0		2.86	NA	1.9	NA	3.01	NA	5.45	NA	3.77	NA	
MR-4-08-3217	% Out of Service > 24 Hours - DS1 & DS3		2.79	2.5	4.48	1.69	2.88	2.04	7.12	1.52	2.64	3.26	
PR-8-01-5000	Open Orders in a Hold Status > 30 Days		0	0	0.04	0	0	0.01	4.4	0.65	0	0	
PR-8-02-5000	Open Orders in a Hold Status > 90 Days		0	0	0	0	0	0.01	0	0.65	0	0	
NP-1-01-5000	% Final Trunk Groups Exceeding Blocking Standard		0.65	0	1.96	0	0.67	0	0.34	0	0.74	0	

Abbreviations: NA = No Activity.

UD = Under Development.

NEF = No Existing Functionality

blank cell = No data provided.

VZ = Verizon retail analog. If no data was provided, the metric may have a benchmark.

Notes:

1 = Sample Size under 10 for February.

2 = Sample Size under 10 for March.

3 = Sample Size under 10 for April.

4 = Sample Size under 10 for May.

5 = Sample Size under 10 for June.

Appendix D**Delaware Performance Metrics**

All data included here are taken from the Delaware Carrier-to-Carrier Reports. This table is provided as a reference tool for the convenience of the reader. No conclusions are to be drawn from the raw data contained in this table. Our analysis is based on the totality of the circumstances, such that we may use non-metric evidence, and may rely more heavily on some metrics more than others, in making our determination. The inclusion of these particular metrics in this table does not necessarily mean that we relied on all of these metrics nor that other metrics may not also be important in our analysis. Some metrics that we have relied on in the past and may rely on for a future application were not included here because there was no data provided for them (usually either because there was no activity, or because the metrics are still under development). Metrics with no retail analog provided are usually compared with a benchmark. Note that for some metrics during the period provided, there may be changes in the metric definition, or changes in the retail analog applied, making it difficult to compare the data over time.

PERFORMANCE METRICS CATEGORIES

Metric Number	Metric Name
Preorder and OSS Availability:	
OR-1-02	% On Time LSRC - Flow Through
OR-1-04	% On Time LSRC (Electronic - No Flow Through)
OR-1-06	% On Time LSRC (Electronic - No Flow Through)
OR-1-08	% On Time LSRC (Fax)
OR-1-10	% On Time LSRC Lines (Fax)
	Average Firm Order Confirmation (FOC) Time <=192
OR-1-11	Forecasted Trunks
OR-1-12	% On Time FOC <= 192 Forecasted Trunks
OR-1-13	% On Time Design Layout Record (DLR)
PO-1-01	Average Response Time - Customer Service Record
PO-1-02	Average Response Time - Due Date Availability
PO-1-03	Average Response Time - Address Validation
PO-1-04	Average Response Time - Product and Service Availability
PO-1-05	Average Response Time - Telephone Number Availability and Reservation
PO-1-06	Average Response Time - Facility Availability - (ADSL Loop Qualification)
PO-1-07	Average Response Time - Rejected Query
PO-2-01	OSS Interface Availability - Total - Electronic Bonding - Maintenance
PO-2-02	OSS Interface Availability - Prime Time - EDI - Pre-Ordering
PO-2-03	OSS Interface Availability - Non-Prime Time - Electronic Bonding - Maintenance
PO-3-02	% Answered within 20 Seconds - Ordering
PO-3-04	% Answered within 20 Seconds - Repair
PO-5-01	Average Notice of Interface Outage
PO-8-01	% On Time - Manual Loop Qualification
PO-8-02	% On Time - Engineering Record Request
MR-1-01	Average Response Time - Create Trouble - Electronic Bonding

Metric Number	Metric Name
Provisioning:	
PR-2-01	Average Interval Completed - Total No Dispatch
PR-2-02	Average Interval Completed - Total Dispatch
PR-2-03	Average Interval Completed - Dispatch (1-5 Lines)
PR-2-04	Average Interval Completed - Dispatch (6-9 Lines)
PR-2-05	Average Interval Completed - Dispatch (>= 10 Lines)
PR-2-06	Average Interval Completed - DS0
PR-2-07	Average Interval Completed - DS1
PR-2-08	Average Interval Completed - DS3
PR-2-09	Average Interval Completed - Total
PR-4-01	% Missed Appt. - VZ - Total
PR-4-02	Average Delay Days - Total
PR-4-03	% Missed Appt. - Customer
PR-4-04	% Missed Appt. - VZ - Dispatch
PR-4-05	% Missed Appt. - VZ - No Dispatch
PR-4-07	% On Time Performance - LNP
PR-4-08	% Missed Appt. - Customer - Due to Late Order Confirmation
PR-4-14	% Completed on Time
PR-5-01	% Missed Appointment - Verizon - Facilities
PR-5-02	% Orders Held for Facilities > 15 Days
PR-5-03	% Orders Held for Facilities > 60 Days
PR-6-01	% Installation Troubles reported within 30 Days
PR-6-02	% Installation Troubles reported within 7 Days
PR-6-03	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE
PR-8-01	% Open Orders in a Hold Status > 30 Days

PERFORMANCE METRICS CATEGORIES

Metric Number	Metric Name
MR-1-02	Average Response Time - Status Trouble - Electronic Bonding
MR-1-03	Average Response Time - Modify Trouble - Electronic Bonding
MR-1-04	Average Response Time - Request Cancellation of Trouble - Electronic Bonding
MR-1-05	Average Response Time - Trouble Report History (by TN/Circuit) - Electronic Bonding
MR-1-06	Average Response Time - Test Trouble (POTS Only) - Electronic Bonding
<i>Change Management, Billing, OS/DA, Interconnection and Collocation:</i>	
BI-1-02	% DUF in 4 Business Days
BI-2-01	Timeliness of Carrier Bill - Paper Bills
BI-2-02	Timeliness of Carrier Bill - Electronic Bills - BOS BDT format
BI-3-01	% Billing Adjustments - Paper Bills (CRIS & CABS combined)
BI-3-03	% Billing Adjustments - Electronic Bills - BOS BDT format
NP-1-01	% FTG Exceeding Blocking Standard - Final Trunks
NP-1-02	% FTG Exceeding Blocking Standard (No Exceptions) - Final Trunks
NP-1-03	Number Dedicated FTG Exceeding Blocking Standard - 2 Months
NP-1-04	Number Dedicated FTG Exceeding Blocking Standard - 3 Months
NP-2-01	% On Time Response to Request for Physical Collocation
NP-2-02	% On Time Response to Request for Virtual Collocation
NP-2-03	Average Interval - Physical Collocation
NP-2-04	Average Interval - Virtual Collocation
NP-2-05	% On Time - Physical Collocation
NP-2-06	% On Time - Virtual Collocation
NP-2-07	Average Delay Days - Physical Collocation

Metric Number	Metric Name
PR-8-02	% Open Orders in a Hold Status > 90 Days
PR-9-01	% On Time Performance - Hot Cuts - Loop
PR-2-10	Average Interval Completed - Disconnects - No Dispatch
PR-2-11	Average Interval Completed - Disconnects - Dispatch

Maintenance and Repair:

MR-2-01	Network Trouble Report Rate
MR-2-02	Network Trouble Report Rate - Loop
MR-2-03	Network Trouble Report Rate - Central Office
MR-2-04	% Subsequent Reports
MR-2-05	% CPE/TOK/FOK Trouble Report Rate
MR-3-01	% Missed Repair Appointment - Loop
MR-3-02	% Missed Repair Appointment - Central Office
MR-3-03	% Missed Repair Appointment - CPE /TOK/FOK
MR-4-01	Mean Time To Repair - Total
MR-4-02	Mean Time to Repair - Loop Trouble
MR-4-03	Mean Time To Repair - Central Office Trouble
MR-4-04	% Cleared (all troubles) within 24 Hours
MR-4-05	% Out of Service > 2 Hours
MR-4-06	% Out of Service > 4 hours
MR-4-07	% Out of Service > 12 hours
MR-4-08	% Out of Service > 24 Hours

PERFORMANCE METRICS CATEGORIES

Metric Number	Metric Name
NP-2-08	Average Delay Days – Virtual Collocation
Ordering:	
OR-2-02	% On Time LSR Reject - Flow Through
OR-2-04	% On Time LSR Reject (Electronic - No Flow Through)
OR-2-06	% On Time LSR Reject (Electronic - No Flow Through)
OR-2-08	% On Time LSR Reject (Fax)
OR-2-10	% On Time LSR Reject (Fax)
OR-2-11	Average Trunk ASR Reject Time <= 192 Forecasted Trunks
OR-2-12	% On Time Trunk ASR Reject <= 192 Forecasted Trunks
OR-3-01	% Rejects
OR-4-02	Completion Notice – % On Time
OR-5-01	% Flow Through - Total
OR-5-02	% Flow Through - Simple
OR-6-01	% Accuracy - Orders
OR-6-02	% Accuracy – Opportunities
OR-6-03	% Accuracy – Local Service Confirmation
OR-7-01	% Order Confirmations/Rejects Sent Within 3 Business Days

Metric Number	Metric Name
MR-5-01	% Repeat Reports within 30 Days

DELAWARE PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
OSS & BILLING (Pre-Ordering) - POTS/Special Services												
PRE-ORDERING												
PO-1 - Response Time OSS Pre-Ordering Interface												
PO-1-01-6022	Average Response Time – Customer Service Record - EDI - PA/DE	0.34	3.08	0.38	3.41	0.33	3.67	0.33	3.45	0.35	2.97	
PO-1-01-6052	Average Response Time – Customer Service Record - Web GUI- PA/DE	0.34	2.44	0.38	2.61	0.33	2.36	0.33	4.03	0.35	2.4	
PO-1-02-6022	Average Response Time - Due Date Availability - EDI - PA/DE	0.89	3.45	0.93	5.3	0.84	3.88	1.01	3.89	0.99	4.12	
PO-1-02-6052	Average Response Time - Due Date Availability - Web GUI - PA/DE	0.89	3.27	0.93	3.39	0.84	3.1	1.01	5.12	0.99	3.51	
PO-1-03-6022	Average Response Time - Address Validation - EDI- PA/DE	9.18	5.02	8.8	4.99	8.76	5.44	9.02	5.49	8.17	5.27	
PO-1-03-6052	Average Response Time - Address Validation - Web GUI - PA/DE	9.18	5.66	8.8	5.98	8.76	5.63	9.02	7.64	8.17	6.36	
PO-1-04-6022	Average Response Time - Product and Service Availability - EDI - PA/DE	13.91	NA	13.49	NA	13.65	14.28	14.09	13.19	13.22	13.28	
PO-1-04-6052	Average Response Time - Product and Service Availability - Web GUI - PA/DE	13.91	13.28	13.49	14.34	13.65	13.55	14.09	16.32	13.22	18.51	
PO-1-05-6022	Average Response Time - Telephone Number Availability and Reservation - EDI - PA/DE	0.82	10.61	0.75	8.17	0.76	6.78	0.82	6.73	0.8	5.38	
PO-1-05-6052	Average Response Time - Telephone Number Availability and Reservation - Web GUI - PA/DE	0.82	6.75	0.75	6.82	0.76	6.73	0.82	8.6	0.8	7.32	
PO-1-06-6022	Average Response Time - Facility Availability - (ADSL Loop Qualification) - EDI - PA/DE	15.19	4.62	15.4	4.2	15.51	5.43	16.63	6.03	15.59	5.31	
PO-1-06-6052	Average Response Time - Facility Availability - (ADSL Loop Qualification) - Web GUI - PA/DE	15.19	4.46	15.4	4.69	15.51	4.41	16.63	7.01	15.59	5.04	

DELAWARE PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PO-1-07-6022	Average Response Time - Rejected Query - EDI - PA/DE	0.1	2.85	0.11	3.07	0.09	3.31	0.1	3.26	0.11	3.38	
PO-1-07-6052	Average Response Time - Rejected Query - Web GUI - PA/DE	0.1	3.67	0.11	4.08	0.09	3.63	0.1	5.33	0.11	3.82	
PO-2 - OSS Interface Availability												
PO-2-01-6040	OSS Interface Availability – Total - Web - GUI Maintenance - DE		99.75		99.72		99.28		99.98		99.75	1,2,3,5
PO-2-01-6060	OSS Interface Availability – Total - Electronic Bonding - Maintenance - DE		100		100		100		100		100	
PO-2-02-6020	OSS Interface Availability – Prime Time - EDI - Pre-Ordering - DE		99.72		100		100		100		99.79	1,5
PO-2-02-6040	OSS Interface Availability – Prime Time - Web GUI - Maintenance - DE		99.61		99.55		99.93		100		99.64	1,2,5
PO-2-02-6050	OSS Interface Availability – Prime Time - Web GUI - Pre-Ordering - DE		99.56		99.65		99.92		100		99.6	1,2,5
PO-2-02-6060	OSS Interface Availability – Prime Time - Electronic Bonding - Maintenance - DE		100		100		100		100		100	
PO-2-03-6040	OSS Interface Availability – Non-Prime Time - Web GUI - Maintenance - DE		100		100		98.08		99.94		99.94	3
PO-2-03-6060	OSS Interface Availability – Non-Prime Time - Electronic Bonding - Maintenance - DE		100		100		100		100		100	
PO-3 - Contact Center Availability												
PO-3-02-2004	% Answered within 20 Seconds – Ordering - Pittsburgh		92.87		92.37		91.48		89.45			
PO-3-04-2002	% Answered within 20 Seconds – Repair - Richmond		87.2		86.71		85.6		86.4		86.2	
PO-5 - Average Notification of Interface Outage												
PO-5-01-2030	Average Notice of Interface Outage		15		15		NA		NA		20	1,2,5
PO-8 - Manual Loop Qualification												
PO-8-01-3300	% On Time - Manual Loop Qualification		100		100		100		100		100	1,2,3,4,5

Federal Communications Commission

FCC 02-262

DELAWARE PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PO-8-02-3300	% On Time - Engineering Record Request		NA		NA		NA		NA		NA	
TROUBLE REPORTING (OSS)												
MR-1 - Response Time OSS Maintenance Interface												
MR-1-01-6040	Average Response Time - Create Trouble - Web GUI	8.28	3.46	8.72	3.77	8.31	3.65	8.82	3.55	8.56	3.63	
MR-1-01-6060	Average Response Time - Create Trouble - Electronic Bonding	8.28	11.01	8.72	13.05	8.31	14.27	8.82	16.25	8.56	18.19	
MR-1-02-6040	Average Response Time - Status Trouble - Web GUI	4.37	7.89	4.46	4.04	4.36	2.5	4.38	NA	4.32	NA	1,2,3
MR-1-02-6060	Average Response Time - Status Trouble - Electronic Bonding	4.37	0.19	4.46	NA	4.36	NA	4.38	0.19	4.32	NA	1,4
MR-1-03-6040	Average Response Time - Modify Trouble - Web GUI	7.98	NA	8.38	NA	8.06	NA	8.49	NA	8.23	NA	
MR-1-03-6060	Average Response Time - Modify Trouble - Electronic Bonding	7.98	8.78	8.38	7.92	8.06	14.12	8.49	5.9	8.23	6.86	4
MR-1-04-6040	Average Response Time - Request Cancellation of Trouble - Web GUI	9.47	NA	9.9	5.35	9.5	NA	9.77	NA	9.83	NA	2
MR-1-04-6060	Average Response Time - Request Cancellation of Trouble - Electronic Bonding	9.47	NA	9.9	NA	9.5	NA	9.77	NA	9.83	NA	
MR-1-05-6040	Average Response Time - Trouble Report History (by TN/Circuit) - Web GUI	0.48	0.78	0.49	0.82	0.51	0.97	0.49	0.84	0.53	2.59	5
MR-1-05-6060	Average Response Time - Trouble Report History (by TN/Circuit) - Electronic Bonding	NEF	NEF	NEF	NEF	NEF	NEF	NEF	NEF	NEF	NEF	
MR-1-06-6040	Average Response Time - Test Trouble (POTS Only) - Web Gui	47.53	42.65	47.9	45.98	48.2	41.59	46.81	56.7	47.77	42.55	
MR-1-06-6060	Average Response Time - Test Trouble (POTS Only) - Electronic Bonding	47.53	NA	47.9	NA	48.2	NA	46.81	NA	47.77	NA	
BILLING												
BI-1 - Timeliness of Daily Usage Feed												

Federal Communications Commission

FCC 02-262

DELAWARE PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
BI-1-02-2030	% DUF in 4 Business Days		99.27		99.1		99.47		98.11		98.25	
BI-2 - Timeliness of Carrier Bill												
BI-2-01-2030	Timeliness of Carrier Bill - Paper Bills		100		100		100		100		100	
BI-2-02-2030	Timeliness of Carrier Bill - Electronic Bills - BOS BDT format		100		100		100		100		100	
BI-3 - Billing Accuracy												
BI-3-01-2030	% Billing Adjustments - Paper Bills (CRIS & CABS combined)	0.57	0.72	0.46	0.01	0.17	3.28	0.78	1.61	0.55	2.72	
BI-3-03-2030	% Billing Adjustments - Electronic Bills - BOS BDT format	0.57	0	0.46	0	0.17	0.06	0.78	0.02	0.55	0.04	
Resale (Ordering) - POTS/Special Services												
POTS/ Pre-Qualified Complex (combined data)												
OR-1 - Order Confirmation Timeliness												
OR-1-02-2320	% On Time LSRC - Flow Through		100		100		100		100		98.03	
OR-1-04-2320	% On Time LSRC < 10 Lines (Electronic - No Flow Through)		100		99.8		100		100		97.6	
OR-1-06-2320	% On Time LSRC >=10 Lines (Electronic - No Flow Through)		100		100		100		100		100	1,3,5
OR-1-08-2320	% On Time LSRC < 10 Lines (Fax)		NA		NA		NA		NA		NA	
OR-1-10-2320	% On Time LSRC >= 10 Lines (Fax)		NA		NA		NA		NA		NA	
OR-2 - Reject Timeliness												
OR-2-02-2320	% On Time LSR Reject - Flow Through		100		100		100		100		99.4	
OR-2-04-2320	% On Time LSR Reject < 10 Lines (Electronic - No Flow Through)		100		100		100		100		100	
OR-2-06-2320	% On Time LSR Reject >= 10 Lines (Electronic - No Flow Through)		100		100		100		100		100	1,3,4,5
OR-2-08-2320	% On Time LSR Reject < 10 Lines (Fax)		NA		NA		NA		NA		NA	
OR-2-10-2320	% On Time LSR Reject >=10 Lines (Fax)		NA		NA		NA		NA		NA	
Complex Services - 2 Wire Digital												
OR-1 - Order Confirmation Timeliness												

Federal Communications Commission

FCC 02-262

DELAWARE PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
OR-1-04-2341	% On Time LSRC < 6 Lines (Electronic - No Flow Through)		100		100		100		100		100	1,2,3,4,5
OR-1-06-2341	% On Time LSRC >= 6 Lines (Electronic - No Flow Through)		100		NA		NA		NA		NA	1
OR-1-08-2341	% On Time LSRC < 6 Lines (Fax)		NA		NA		NA		NA		NA	
OR-1-10-2341	% On Time LSRC >= 6 Lines (Fax)		NA		NA		NA		NA		NA	
OR-2 - Reject Timeliness - Requiring Loop Qualification												
OR-2-04-2341	% On Time LSR Reject < 6 Lines (Electronic - No Flow Through)		100		100		100		NA		NA	1,2,3
OR-2-06-2341	% On Time LSR Reject >= 6 Lines (Electronic - No Flow Through)		NA		NA		NA		NA		NA	
OR-2-08-2341	% On Time LSR Reject < 6 Lines (Fax)		NA		NA		NA		NA		NA	
OR-2-10-2341	% On Time LSR Reject >= 6 Lines (Fax)		NA		NA		NA		NA		NA	
Complex Services - 2 Wire xDSL												
OR-1 - Order Confirmation Timeliness												
OR-1-04-2342	% On Time LSRC < 6 Lines (Electronic - No Flow Through)		NA		NA		NA		NA		NA	
OR-1-06-2342	% On Time LSRC >= 6 Lines (Electronic - No Flow Through)		NA		NA		NA		NA		NA	
OR-1-08-2342	% On Time LSRC < 6 Lines (Fax)		NA		NA		NA		NA		NA	
OR-1-10-2342	% On Time LSRC >= 6 Lines (Fax)		NA		NA		NA		NA		NA	
OR-2 - Reject Timeliness - Requiring Loop Qualification												
OR-2-04-2342	% On Time LSR Reject < 6 Lines (Electronic - No Flow Through)		NA		NA		NA		NA		NA	
OR-2-06-2342	% On Time LSR Reject >= 6 Lines (Electronic - No Flow Through)		NA		NA		NA		NA		NA	
OR-2-08-2342	% On Time LSR Reject < 6 Lines (Fax)		NA		NA		NA		NA		NA	
OR-2-10-2342	% On Time LSR Reject >= 6 Lines (Fax)		NA		NA		NA		NA		NA	
Special Services												
OR-1 - Order Confirmation Timeliness												

Federal Communications Commission

FCC 02-262

DELAWARE PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
OR-1-04-2214	% On Time LSRC < 10 Lines - Non-DS0, DS1, & DS3 (Electronic - No Flow Through)		NA		NA		100		100		100	3,4,5
OR-1-06-2210	% On Time LSRC >=10 Lines - DS0 (Electronic - No Flow Through)		NA		NA		NA		NA		NA	
OR-1-06-2211	% On Time LSRC >=10 Lines - DS1 (Electronic - No Flow Through)		NA		NA		NA		NA		NA	
OR-1-06-2213	% On Time LSRC >=10 Lines - DS3 (Electronic - No Flow Through)		NA		NA		NA		NA		NA	
OR-1-06-2214	% On Time LSRC >=10 Lines - Non-DS0, DS1, & DS3 (Electronic - No Flow Through)		NA		NA		NA		NA		NA	
OR-1-08-2214	% On Time LSRC < 10 Lines - Non DS0,DS1, & DS3 (Fax)		NA		NA		NA		NA		NA	
OR-1-10-2210	% On Time LSRC >= 10 Lines - DS0 (Fax)		NA		NA		NA		NA		NA	
OR-1-10-2211	% On Time LSRC >= 10 Lines - DS1 (Fax)		NA		NA		NA		NA		NA	
OR-1-10-2213	% On Time LSRC >= 10 Lines - DS3 (Fax)		NA		NA		NA		NA		NA	
OR-1-10-2214	% On Time LSRC >= 10 Lines - Non DS0,DS1, & DS3 (Fax)		NA		NA		NA		NA		NA	
OR-2 - Reject Timeliness												
OR-2-04-2200	% On Time LSR Reject < 10 Lines (Electronic - No Flow Through)		NA		100		100		NA		100	2,3,5
OR-2-06-2200	% On Time LSR Reject >= 10 Lines (Electronic - No Flow Through)		100		NA		NA		NA		NA	1
OR-2-08-2200	% On Time LSR Reject < 10 Lines (Fax)		NA		NA		NA		NA		NA	
OR-2-10-2200	% On Time LSR Reject >=10 Lines (Fax)		NA		NA		NA		NA		NA	
POTS / Special Services - Aggregate												
OR-3 - Percent Rejects												
OR-3-01-2000	% Rejects		16.8		20.65		18.27		14.64		20.7	
OR-4 - Timeliness of Completion Notification												
OR-4-02-2000	Completion Notice - % On Time		100		100		100		100		99.61	

Federal Communications Commission

FCC 02-262

DELAWARE PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
OR-5 - Percent Flow-Through												
OR-5-01-2000	% Flow Through - Total		65.43		62.63		68.12		83.52		84.83	
OR-6 - Order Accuracy												
OR-6-01-2000	% Accuracy - Orders		99.03		99.75		99.5		96.6		97.5	
OR-6-02-2000	% Accuracy – Opportunities		99.9		99.98		99.96		99.65		99.73	
OR-6-03-2000	% Accuracy – Local Service Confirmation		0		0		0		0		0	
Resale (Provisioning) - POTS/Special Services												
POTS - Provisioning - Total												
PR-2 - Average Completed Interval												
PR-2-04-2100	Average Interval Completed - Dispatch (6-9 Lines)	8.38	NA	5.5	1	4.22	NA	8.67	NA	5.42	NA	2
PR-2-05-2100	Average Interval Completed - Dispatch (>= 10 Lines)	4.5	1	6.25	NA	6	10	6.8	NA	6.17	NA	1,3
PR-4 - Missed Appointments												
PR-4-02-2100	Average Delay Days – Total	1.89	1.57	2.06	3.11	2.34	1	1.85	2	1.83	1.25	1,3,4,5
PR-4-03-2100	% Missed Appt. – Customer		2.1		1.62		2		1.6		1.24	
PR-4-04-2100	% Missed Appt. – VZ – Dispatch	11.78	3.18	12.73	3.41	19	1	16.76	2.98	21.11	5.63	
PR-4-05-2100	% Missed Appt. – VZ – No Dispatch	0.05	0	0.05	0	0.08	0	0.03	0	0.12	0	
PR-4-08-2100	% Missed Appt. – Customer – Due to Late Order Confirmation		0		0		0		0		0	
PR-6 - Installation Quality												
PR-6-01-2100	% Installation Troubles reported within 30 Days	1.78	1.69	2.04	2.15	1.95	2.18	1.95	2.12	2.32	2.9	
PR-6-02-2100	% Installation Troubles reported within 7 Days	1.09	1.31	1.22	1.18	1.11	1.04	1.14	1.54	1.39	2.05	
PR-6-03-2100	% Installation Troubles reported within 30 Days – FOK/TOK/CPE		2.72		1.11		2.56		1.35		2.05	
PR-8 - Open Orders in a Hold Status												
PR-8-01-2100	% Open Orders in a Hold Status > 30 Days	0	0	0	0	0	0	0	0	0	0	
PR-8-02-2100	% Open Orders in a Hold Status > 90 Days	0	0	0	0	0	0	0	0	0	0	

Federal Communications Commission

FCC 02-262

DELAWARE PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
POTS - Business												
PR-2 - Average Completed Interval												
PR-2-01-2110	Average Interval Completed – Total No Dispatch	1.44	1.11	1.63	1.58	1.77	1.32	2.22	4.69	1.66	1.58	
PR-2-03-2110	Average Interval Completed – Dispatch (1-5 Lines)	4.1	3.5	4.53	4.5	4.64	3.43	4.29	4.13	3.94	3	1,2,3,4,5
POTS - Residence												
PR-2 - Average Completed Interval												
PR-2-01-2120	Average Interval Completed – Total No Dispatch	0.99	0.81	1	1.15	1.07	1.06	1.12	1.22	1.17	1.23	
PR-2-03-2120	Average Interval Completed – Dispatch (1-5 Lines)	4.09	2.56	4.23	2.49	4.2	2.42	4.39	2.41	4.26	2.57	
Complex Services - 2 Wire Digital												
PR-2 - Average Completed Interval												
PR-2-01-2341	Average Interval Completed – Total No Dispatch	6	NA	6	NA	NA	NA	NA	NA	NA	NA	
PR-2-02-2341	Average Interval Completed – Total Dispatch	6	NA	5	NA	6	7	5.75	NA	5.9	4	3,5
PR-4 - Missed Appointment												
PR-4-02-2341	Average Delay Days – Total	2	1	10.83	2	4.42	NA	2	NA	4.88	NA	1,2
PR-4-03-2341	% Missed Appt. – Customer		20		20		16.67		0		0	1,2,3,4,5
PR-4-04-2341	% Missed Appt. – VZ – Dispatch	0	0	4.12	33.33	14.29	0	1.49	0	0	0	1,2,3,4,5
PR-4-05-2341	% Missed Appt. – VZ – No Dispatch	0	0	2.56	0	0	NA	0	NA	0	NA	1,2
PR-4-08-2341	% Missed Appt. – Customer – Due to Late Order Confirmation		0		0		0		0		0	1,2,3,4,5
PR-6 - Installation Quality												
PR-6-01-2341	% Installation Troubles reported within 30 Days	0	0	0	0	1.22	0	2.47	0	4.35	0	1,2,3,4,5
PR-6-03-2341	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE		0		0		0		0		0	1,2,3,4,5
PR-8 - Open Orders in a Hold Status												

Federal Communications Commission

FCC 02-262

DELAWARE PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-8-01-2341	% Open Orders in a Hold Status > 30 Days	0	0	0	0	0	0	0	0	0	0	1,2,3,4,5
PR-8-02-2341	% Open Orders in a Hold Status > 90 Days	0	0	0	0	0	0	0	0	0	0	1,2,3,4,5
Complex Services - 2 Wire xDSL												
PR-2 - Average Completed Interval												
PR-2-01-2342	Average Interval Completed – Total No Dispatch	2.14	NA	2.33	NA	3.01	NA	3	NA	3.02	NA	
PR-2-02-2342	Average Interval Completed – Total Dispatch	2.3	NA	2.78	NA	3	NA	2.95	NA	3	NA	
PR-4 - Missed Appointment												
PR-4-02-2342	Average Delay Days – Total	1	NA	1	NA	1	NA	1	NA	1	NA	
PR-4-03-2342	% Missed Appt. – Customer		0		NA		NA		NA		NA	1
PR-4-04-2342	% Missed Appt. – VZ – Dispatch	0	NA	0	NA	0	NA	0	NA	0	NA	
PR-4-05-2342	% Missed Appt. – VZ – No Dispatch	0	0	0.45	NA	0.16	NA	0.63	NA	0.89	NA	1
PR-4-08-2342	% Missed Appt. – Customer – Due to Late Order Confirmation		0		NA		NA		NA		NA	1
PR-6 - Installation Quality												
PR-6-01-2342	% Installation Troubles reported within 30 Days	0.22	0	0.59	NA	0	NA	0.2	NA	0.85	NA	1
PR-6-03-2342	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE		0		NA		NA		NA		NA	1
PR-8 - Open Orders in a Hold Status												
PR-8-01-2342	% Open Orders in a Hold Status > 30 Days	0	0	0	NA	0	NA	0	NA	0	NA	1
PR-8-02-2342	% Open Orders in a Hold Status > 90 Days	0	0	0	NA	0	NA	0	NA	0	NA	1
POTS & Complex Aggregate												
PR-2 - Average Completed Interval												
PR-2-10-2103	Average Interval Completed – Disconnects – No Dispatch	3.5	1.95	3.7	6.52	3.79	3.1	4.04	0.54	4.3	0.48	
PR-2-11-2103	Average Interval Completed – Disconnects – Dispatch	3.78	NA	2.33	NA	4.97	NA	4.34	NA	3.59	NA	
Special Services - Provisioning												
PR-2 - Average Completed Interval												

Federal Communications Commission

FCC 02-262

DELAWARE PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-2-01-2200	Average Interval Completed – Total No Dispatch	5.75	NA	6.4	NA	7.5	NA	5.6	NA	7.6	NA	
PR-2-02-2200	Average Interval Completed – Total Dispatch	6	NA	8.91	NA	7.45	NA	5.63	NA	7.79	7	5
PR-2-06-2210	Average Interval Completed - DSO	5.29	NA	11	NA	7.67	NA	5.08	NA	7.25	7	5
PR-2-07-2211	Average Interval Completed – DSI	6.44	NA	7.71	NA	7.38	NA	6.5	NA	7.87	NA	
PR-2-08-2213	Average Interval Completed – DS3	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
PR-2-10-2200	Average Interval Completed – Disconnects – No Dispatch	6.71	NA	4.17	6	4.65	NA	9.67	NA	5.29	NA	2
PR-2-11-2200	Average Interval Completed – Disconnects – Dispatch	4.5	NA	4.6	4	5.71	NA	13.38	NA	3	NA	2
PR-4 - Missed Appointments												
PR-4-01-2200	% Missed Appt. – VZ – Total	0	NA	1.14	NA	0	0	0	NA	2.33	0	3,5
PR-4-02-2200	Average Delay Days – Total	NA	NA	1	NA	NA	NA	NA	NA	4	NA	
PR-4-03-2200	% Missed Appt. – Customer		NA		NA		100		NA		0	3,5
PR-4-08-2200	% Missed Appt. – Customer – Due to Late Order Confirmation		NA		NA		0		NA		0	3,5
PR-6- Installation Quality												
PR-6-01-2200	% Installation Troubles reported within 30 Days	5.38	NA	2.75	NA	5.33	0	0	NA	2	0	
PR-6-03-2200	% Installation Troubles reported within 30 Days – FOK/TOK/CPE		NA		NA		0		NA		0	
PR-8 - Open Orders in a Hold Status												
PR-8-01-2200	% Open Orders in a Hold Status > 30 Days	0	NA	0	NA	0	0	0	NA	0	0	3,5
PR-8-02-2200	% Open Orders in a Hold Status > 90 Days	0	NA	0	NA	0	0	0	NA	0	0	3,5
Resale (Maintenance) - POTS/Special Services												
POTS - Maintenance												
MR-2 - Trouble Report Rate												
MR-2-02-2100	Network Trouble Report Rate – Loop	0.89	0.67	1.3	0.89	1.23	0.91	1.33	0.9	1.47	0.86	
MR-2-03-2100	Network Trouble Report Rate – Central Office	0.09	0.09	0.09	0.05	0.07	0.1	0.06	0.1	0.14	0.11	

Federal Communications Commission

FCC 02-262

DELAWARE PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
MR-2-04-2100	% Subsequent Reports		0		4.17		3.39		6.09		3.7	
MR-2-05-2100	% CPE/TOK/FOK Trouble Report Rate	0.52	0.57	0.59	0.5	0.63	0.59	0.72	0.63	0.86	0.71	
MR-3 - Missed Repair Appointments												
MR-3-01-2100	% Missed Repair Appointment – Loop	13.86	12.2	20.6	14.68	20.25	13.59	18.62	18.56	24.55	22.83	
MR-3-02-2100	% Missed Repair Appointment – Central Office	11.18	9.09	10.48	0	6.27	0	7.76	0	3.65	0	2
MR-3-03-2100	% Missed Repair Appointment — CPE /TOK/FOK	8.13	4.35	8.79	4.92	11.87	5.97	9.33	4.41	12.6	15.79	
MR-4 - Trouble Duration Intervals												
MR-4-01-2100	Mean Time To Repair – Total	17.85	15.82	19.1	16.74	19.8	18.12	19.94	17.97	21.93	18.45	
MR-4-02-2100	Mean Time to Repair - Loop Trouble	18.62	17.13	19.65	16.78	20.49	19.07	20.56	19.19	23.02	20.42	
MR-4-03-2100	Mean Time To Repair – Central Office Trouble	10.27	6.08	11.38	16.03	6.84	9.25	6.86	7.21	10.71	3.4	2
MR-4-04-2100	% Cleared (all troubles) within 24 Hours	80.57	87.1	76.82	82.61	76.25	82.46	77.43	80.56	70.35	78.85	
MR-4-06-2100	% Out of Service > 4 hours	74.28	66.15	83.53	76.09	80.42	81.25	81.38	75.58	86.67	77.92	
MR-4-07-2100	% Out of Service > 12 hours	54.8	52.31	64.92	58.7	59.1	60	59.02	60.47	66.7	63.64	
MR-4-08-2100	% Out of Service > 24 Hours	11.53	7.69	17.75	10.87	15.63	10	14.06	15.12	23.28	15.58	
MR-5 - Repeat Trouble Reports												
MR-5-01-2100	% Repeat Reports within 30 Days	12.98	18.28	12.83	15.65	14.02	12.28	13.45	12.96	13.85	10.58	
Complex Services - 2 Wire Digital												
MR-2 - Trouble Report Rate												
MR-2-02-2341	Network Trouble Report Rate – Loop	0.45	0	0.38	0	0.66	2.04	0.36	3.23	0.45	0	
MR-2-03-2341	Network Trouble Report Rate – Central Office	0.05	0	0.1	0	0	0	0.23	0	0.1	0	
MR-2-04-2341	% Subsequent Reports		NA		NA		0		33.33		NA	3,4
MR-2-05-2341	% CPE/TOK/FOK Trouble Report Rate	1.21	1.92	0.98	3.64	1.06	8.16	1.27	3.23	0.93	1.49	
MR-3 - Missed Repair Appointments												
MR-3-01-2341	% Missed Repair Appointment – Loop	50	NA	53.33	NA	53.85	0	42.86	100	61.11	NA	3,4
MR-3-02-2341	% Missed Repair Appointment – Central Office	0	NA	0	NA	NA	NA	22.22	NA	25	NA	

Federal Communications Commission

FCC 02-262

DELAWARE PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
MR-3-03-2341	% Missed Repair Appointment — CPE /TOK/FOK	27.08	0	20.51	0	33.33	25	22	0	37.84	100	1,2,3,4,5
MR-4 - Trouble Duration Intervals												
MR-4-01-2341	Mean Time To Repair – Total	19.34	NA	20.46	NA	52.63	19.7	25.02	50.94	33.76	NA	3,4
MR-4-02-2341	Mean Time to Repair - Loop Trouble	20.36	NA	20.63	NA	52.63	19.7	33.01	50.94	38.7	NA	3,4
MR-4-03-2341	Mean Time To Repair – Central Office Trouble	10.14	NA	19.82	NA	NA	NA	12.59	NA	11.53	NA	
MR-4-04-2341	% Cleared (all troubles) within 24 Hours	70	NA	52.63	NA	50	100	65.22	0	59.09	NA	3,4
MR-4-07-2341	% Out of Service > 12 hours	55.56	NA	80	NA	66.67	100	61.54	100	71.43	NA	3,4
MR-4-08-2341	% Out of Service > 24 Hours	33.33	NA	60	NA	41.67	0	30.77	100	57.14	NA	3,4
MR-5 - Repeat Trouble Reports												
MR-5-01-2341	% Repeat Reports within 30 Days	35	NA	21.05	NA	15.38	0	21.74	50	27.27	NA	3,4
Complex Services - 2 Wire xDSL												
MR-2 - Trouble Report Rate												
MR-2-02-2342	Network Trouble Report Rate – Loop	0.06	0	0.09	0	0	0	0	0	0.13	0	1,2
MR-2-03-2342	Network Trouble Report Rate – Central Office	0.02	0	0.02	0	0	0	0	0	0.06	0	1,2
MR-2-04-2342	% Subsequent Reports		NA		NA		NA		NA		NA	
MR-2-05-2342	% CPE/TOK/FOK Trouble Report Rate	0.65	0	0.57	0	0	0	0	0	1.51	0	1,2
MR-3 - Missed Repair Appointments												
MR-3-01-2342	% Missed Repair Appointment – Loop	0	NA	16.67	NA	NA	NA	NA	NA	22.22	NA	
MR-3-02-2342	% Missed Repair Appointment – Central Office	0	NA	0	NA	NA	NA	NA	NA	14.29	NA	
MR-3-03-2342	% Missed Repair Appointment — CPE /TOK/FOK	8.57	NA	9.68	NA	NA	NA	NA	NA	13.92	NA	
MR-4 - Trouble Duration Intervals												
MR-4-01-2342	Mean Time To Repair – Total	33.55	NA	19.97	NA	NA	NA	NA	NA	24.2	NA	
MR-4-02-2342	Mean Time to Repair - Loop Trouble	49.91	NA	22.97	NA	NA	NA	NA	NA	24.91	NA	
MR-4-03-2342	Mean Time To Repair – Central Office Trouble	9.03	NA	13.96	NA	NA	NA	NA	NA	23.3	NA	
MR-4-07-2342	% Out of Service > 12 hours	75	NA	77.78	NA	NA	NA	NA	NA	81.25	NA	

Federal Communications Commission

FCC 02-262

DELAWARE PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
MR-4-08-2342	% Out of Service > 24 Hours	25	NA	33.33	NA	NA	NA	NA	NA	37.5	NA	
MR-5 - Repeat Trouble Reports												
MR-5-01-2342	% Repeat Reports within 30 Days	80	NA	22.22	NA	NA	NA	NA	NA	31.25	NA	
Special Services - Maintenance												
MR-4 - Trouble Duration Intervals												
MR-4-01-2200	Mean Time To Repair – Total	3.49	NA	6.69	NA	4.76	NA	5.11	NA	5	3.77	5
MR-4-02-2200	Mean Time to Repair - Loop Trouble - Specials	4.08	NA	8.91	NA	5.29	NA	4.93	NA	6.79	6.18	5
MR-4-04-2200	% Cleared (all troubles) within 24 Hours	100	NA	97.56	NA	100	NA	100	NA	100	100	5
MR-4-06-2200	% Out of Service > 4 hours - Specials	28	NA	48.78	NA	36.17	NA	54.29	NA	56.41	50	5
MR-4-07-2200	% Out of Service > 12 hours - Specials	0	NA	4.88	NA	4.26	NA	2.86	NA	7.69	0	5
MR-4-08-2200	% Out of Service > 24 Hours - Specials	0	NA	2.44	NA	0	NA	0	NA	0	0	5
MR-5 - Repeat Trouble Reports												
MR-5-01-2200	% Repeat Reports within 30 Days	12	NA	9.76	NA	21.28	NA	8.57	NA	15.38	0	5
UNE (Ordering) - POTS/Special Services												
POTS Loop/Pre-Qualified Complex/LNP (combined data)												
OR-1 - Order Confirmation Timeliness												
OR-1-02-3331	% On Time LSRC - Flow Through		100		100		100		100		100	
OR-1-04-3331	% On Time LSRC < 10 Lines (Electronic - No Flow Through)		99.17		99.73		99.04		97.99		98.26	
OR-1-06-3331	% On Time LSRC >=10 Lines (Electronic - No Flow Through)		94.44		100		100		100		100	
OR-1-08-3331	% On Time LSRC < 10 Lines (Fax)		NA		NA		NA		NA		NA	
OR-1-10-3331	% On Time LSRC >= 10 Lines (Fax)		NA		NA		NA		NA		NA	
OR-2 - Reject Timeliness												
OR-2-02-3331	% On Time LSR Reject - Flow Through		100		100		100		100		100	
OR-2-04-3331	% On Time LSR Reject < 10 Lines (Electronic - No Flow Through)		97.75		100		100		100		100	
OR-2-06-3331	% On Time LSR Reject >= 10 Lines (Electronic - No Flow Through)		100		100		100		100		100	1,2,3

Federal Communications Commission

FCC 02-262

DELAWARE PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
OR-2-08-3331	% On Time LSR Reject < 10 Lines (Fax)		NA		NA		NA		NA		NA	
OR-2-10-3331	% On Time LSR Reject >=10 Lines (Fax)		NA		NA		NA		NA		NA	
OR-7 - Confirmations/Rejects Sent within 3 Business Days												
OR-7-01-3331	% Order Confirmations/Rejects Sent Within 3 Business Days		100		100		100		97.22		100	
POTS Platform												
OR-1 - Order Confirmation Timeliness												
OR-1-02-3140	% On Time LSRC - Flow Through		100		100		100		100		100	
OR-1-04-3140	% On Time LSRC < 10 Lines (Electronic - No Flow Through)		100		99.05		99.03		97.32		100	
OR-1-06-3140	% On Time LSRC >=10 Lines (Electronic - No Flow Through)		100		100		96.67		100		100	4,5
OR-1-08-3140	% On Time LSRC < 10 Lines (Fax)		NA		NA		NA		NA		NA	
OR-1-10-3140	% On Time LSRC >= 10 Lines (Fax)		NA		NA		NA		NA		NA	
OR-2 - Reject Timeliness												
OR-2-02-3140	% On Time LSR Reject - Flow Through		100		100		100		100		100	
OR-2-04-3140	% On Time LSR Reject < 10 Lines (Electronic - No Flow Through)		98.48		98.55		98.82		98.36		100	
OR-2-06-3140	% On Time LSR Reject >= 10 Lines (Electronic - No Flow Through)		100		100		100		100		100	1,2,3,4,5
OR-2-08-3140	% On Time LSR Reject < 10 Lines (Fax)		NA		NA		NA		NA		NA	
OR-2-10-3140	% On Time LSR Reject >=10 Lines (Fax)		NA		NA		NA		NA		NA	
OR-7 - Confirmations/Rejects Sent within 3 Business Days												
OR-7-01-3140	% Order Confirmations/Rejects Sent Within 3 Business Days		100		100		100		100		100	2,3
Complex Services - 2 Wire Digital												
OR-1 - Order Confirmation Timeliness (requiring Loop Qualification)												
OR-1-04-3341	% On Time LSRC < 6 Lines (Electronic - No Flow Through)		100		100		100		100		100	2,3,4,5
OR-1-06-3341	% On Time LSRC >= 6 Lines (Electronic - No Flow Through)		NA		NA		NA		NA		NA	

DELAWARE PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
OR-1-08-3341	% On Time LSRC < 6 Lines (Fax)		NA		NA		NA		NA		NA	
OR-1-10-3341	% On Time LSRC >= 6 Lines (Fax)		NA		NA		NA		NA		NA	
OR-2 - Reject Timeliness (requiring Loop Qualification)												
OR-2-04-3341	% On Time LSR Reject < 6 Lines (Electronic - No Flow Through)		100		100		100		100		NA	1,2,3,4
OR-2-06-3341	% On Time LSR Reject >= 6 Lines (Electronic - No Flow Through)		NA		NA		NA		NA		NA	
OR-2-08-3341	% On Time LSR Reject < 6 Lines (Fax)		NA		NA		NA		NA		NA	
OR-2-10-3341	% On Time LSR Reject >= 6 Lines (Fax)		NA		NA		NA		NA		NA	
Complex Services - 2 Wire xDSL												
OR-1 - Order Confirmation Timeliness (requiring Loop Qualification)												
OR-1-08-3342	% On Time LSRC < 6 Lines (Fax)		NA		NA		NA		NA		NA	
OR-1-10-3342	% On Time LSRC >= 6 Lines (Fax)		NA		NA		NA		NA		NA	
OR-2 - Reject Timeliness (requiring Loop Qualification)												
OR-2-08-3342	% On Time LSR Reject < 6 Lines (Fax)		NA		NA		NA		NA		NA	
OR-2-10-3342	% On Time LSR Reject >= 6 Lines (Fax)		NA		NA		NA		NA		NA	
Complex Services - 2 Wire xDSL Loops												
OR-1 - Order Confirmation Timeliness (requiring Loop Qualification)												
OR-1-04-3342	% On Time LSRC < 6 Lines (Electronic - No Flow Through)		75		100		100		100		100	1,3,4,5
OR-1-06-3342	% On Time LSRC >= 6 Lines (Electronic - No Flow Through)		NA		NA		NA		NA		NA	
OR-2 - Reject Timeliness (requiring Loop Qualification)												
OR-2-04-3342	% On Time LSR Reject < 6 Lines (Electronic - No Flow Through)		100		100		100		100		100	1,2,3,4,5
OR-2-06-3342	% On Time LSR Reject >= 6 Lines (Electronic - No Flow Through)		NA		NA		NA		NA		NA	
Complex Services - 2 Wire xDSL Line Sharing												
OR-1 - Order Confirmation Timeliness (requiring Loop Qualification)												
OR-1-04-3343	% On Time LSRC < 6 Lines (Electronic - No Flow Through)		NA		NA		100		NA		100	3,5

DELAWARE PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
OR-1-06-3343	% On Time LSRC >= 6 Lines (Electronic - No Flow Through)		NA		NA		NA		NA		NA	
OR-2 - Reject Timeliness (requiring Loop Qualification)												
OR-2-04-3343	% On Time LSR Reject < 6 Lines (Electronic - No Flow Through)		NA		NA		100		NA		NA	3
OR-2-06-3343	% On Time LSR Reject >= 6 Lines (Electronic - No Flow Through)		NA		NA		NA		NA		NA	
Special Services												
OR-1 - Order Confirmation Timeliness												
OR-1-04-3214	% On Time LSRC < 10 Lines - Non-DS0, DS1, & DS3 (Electronic - No Flow Through)		NA		NA		NA		NA		NA	
OR-1-06-3210	% On Time LSRC >=10 Lines - DS0 (Electronic - No Flow Through)		NA		NA		NA		NA		NA	
OR-1-06-3211	% On Time LSRC >=10 Lines - DS1 (Electronic - No Flow Through)		NA		86.36		95.65		100		100	
OR-1-06-3213	% On Time LSRC >=10 Lines - DS3 (Electronic - No Flow Through)		NA		100		100		100		NA	2,3,4
OR-1-06-3214	% On Time LSRC >=10 Lines - Non-DS0, DS1, & DS3 (Electronic - No Flow Through)		NA		NA		NA		NA		NA	
OR-1-08-3214	% On Time LSRC < 10 Lines - Non DS0,DS1, & DS3 (Fax)		NA		NA		NA		NA		NA	
OR-1-10-3210	% On Time LSRC >= 10 Lines - DS0 (Fax)		NA		NA		NA		NA		NA	
OR-1-10-3211	% On Time LSRC >= 10 Lines - DS1 (Fax)		NA		NA		NA		NA		NA	
OR-1-10-3213	% On Time LSRC >= 10 Lines - DS3 (Fax)		NA		NA		NA		NA		NA	
OR-1-10-3214	% On Time LSRC >= 10 Lines - Non DS0,DS1, & DS3 (Fax)		NA		NA		NA		NA		NA	
OR-2 - Reject Timeliness												
OR-2-04-3214	% On Time LSR Reject < 10 Lines (Electronic - No Flow Through)		80		NA		NA		NA		NA	1

DELAWARE PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
OR-2-06-3214	% On Time LSR Reject >= 10 Lines (Electronic - No Flow Through)		NA		100		94.44		100		100	5
OR-2-08-3214	% On Time LSR Reject < 10 Lines (Fax)		NA		NA		NA		NA		NA	
OR-2-10-3214	% On Time LSR Reject >=10 Lines (Fax)		NA		NA		NA		NA		NA	
POTS / Special Services - Aggregate												
OR-3 - Percent Rejects												
OR-3-01-3000	% Rejects		21.23		20.33		23.03		25.44		26.2	
OR-4 - Timeliness of Completion Notification												
OR-4-02-3000	Completion Notification - % On Time		100		100		100		100		99.72	
OR-5 - Percent Flow-Through												
OR-5-01-3000	% Flow Through - Total		64.73		58.28		61.22		62.29		63.07	
OR-5-02-3000	% Flow Through - Simple		64.73		58.48		62.18		63.22		65.04	
OR-6 - Order Accuracy												
OR-6-01-3000	% Accuracy - Orders		97.8		98		98.25		95.1		90.5	
OR-6-02-3000	% Accuracy - Opportunities		99.85		99.9		99.92		99.34		98.44	
OR-6-03-3000	% Accuracy -- Local Service Request Confirmation		0.13		0		0		0.15		0	
UNE (Provisioning) - POTS/Special Services												
POTS - Provisioning												
PR-2 - Average Completed Interval												
PR-2-01-3111	Average Interval Completed -- Total No Dispatch - Hot Cut Loop	1.02	5	1.05	6.45	1.13	5.24	1.21	5.1	1.2	5	
PR-2-01-3122	Average Interval Completed -- Total No Dispatch - Other (Switch & INP)	1.44	NA	1.63	NA	1.77	NA	2.22	NA	1.66	NA	
PR-2-01-3140	Average Interval Completed -- Total No Dispatch - Platform	1.44	1.59	1.63	1.5	1.77	1.46	2.22	1.35	1.66	0.91	
PR-2-03-3112	Average Interval Completed -- Dispatch (1-5 Lines) - Loop	4.1	4.5	4.53	NA	4.64	3	4.29	3	3.94	4	1,3,4,5
PR-2-03-3140	Average Interval Completed -- Dispatch (1-5 Lines) - Platform	4.1	NA	4.53	4.2	4.64	3	4.29	3	3.94	2	2,3,4,5

Federal Communications Commission

FCC 02-262

DELAWARE PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-2-04-3112	Average Interval Completed - Dispatch (6-9 Lines) - Loop	8.38	NA	5.5	6	4.22	NA	8.67	6.33	5.42	NA	2,4
PR-2-04-3140	Average Interval Completed - Dispatch (6-9 Lines) - Platform	8.38	NA	5.5	NA	4.22	NA	8.67	3	5.42	NA	4
PR-2-05-3112	Average Interval Completed - Dispatch (>= 10 Lines) - Loop	4.5	NA	6.25	NA	6	NA	6.8	10	6.17	NA	4
PR-2-05-3140	Average Interval Completed - Dispatch (>= 10 Lines) - Platform	4.5	1	6.25	NA	6	NA	6.8	NA	6.17	NA	1
PR-4 - Missed Appointments												
PR-4-02-3100	Average Delay Days - Total	1.89	1.6	2.06	1.33	2.34	1.5	1.85	1.17	1.83	NA	1,2,3,4
PR-4-03-3100	% Missed Appointment - Customer		9.32		7.38		4.6		6.98		6.78	
PR-4-04-3113	% Missed Appointment - Verizon - Dispatch Loop New	11.78	4.67	12.73	6.19	19	1.01	16.76	4.44	21.11	0	
PR-4-04-3140	% Missed Appointment - Verizon - Dispatch Platform	11.78	0	12.73	0	19	0	16.76	0	21.11	0	1,3
PR-4-05-3123	% Missed Appointment - Verizon - No Dispatch - Other	0.05	0	0.05	0	0.08	0	0.03	0	0.12	0	
PR-4-05-3140	% Missed Appointment - Verizon - No Dispatch - Platform	0.05	0	0.05	0	0.08	0.22	0.03	0	0.12	0	
PR-4-07-3540	% On Time Performance - LNP		100		60		77.78		94.44		87.5	2,5
PR-6 - Installation Quality												
PR-6-01-3112	% Installation Troubles reported within 30 Days - Loop	1.78	5.2	2.04	5.88	1.95	4.55	1.95	NA	2.32	5.33	
PR-6-01-3140	% Installation Troubles reported within 30 Days - Platform	1.78	0.67	2.04	2.05	1.95	3.09	1.95	2.86	2.32	1.75	
PR-6-02-3112	% Installation Troubles reported within 7 Days - Loop	1.09	3.47	1.22	3.92	1.11	2.86	1.14	NA	1.39	2.56	
PR-6-02-3140	% Installation Troubles reported within 7 Days - Platform	1.09	0.33	1.22	1.23	1.11	1.49	1.14	1.25	1.39	0.44	
PR-6-03-3112	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Loop		1.73		3.57		2.47		NA		3.75	

Federal Communications Commission

FCC 02-262

DELAWARE PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-6-03-3140	% Installation Troubles reported within 30 Days – FOK/TOK/CPE - Platform		1.11		1.09		1.17		1.43			
PR-8 - Open Orders in a Hold Status												
PR-8-01-3100	% Open Orders in a Hold Status > 30 Days	0	0	0	0	0	0	0	0	0	0	
PR-8-02-3100	% Open Orders in a Hold Status > 90 Days	0	0	0	0	0	0	0	0	0	0	
PR-9 - Hot Cuts												
PR-9-01-3520	% On Time Performance - Hot Cuts - Loop		99.6		NA		97.72		98.18		97.35	
Complex Services - 2 Wire Digital												
PR-2 - Average Completed Interval												
PR-2-01-3341	Average Interval Completed – Total No Dispatch	6	NA	6	NA	NA	NA	NA	NA	NA	NA	
PR-2-02-3341	Average Interval Completed – Total Dispatch	6	6	5	5.67	6	5.6	5.75	5.33	5.9	6	1,2,3,4,5
PR-4 - Missed Appointments												
PR-4-02-3341	Average Delay Days – Total	2	NA	10.83	NA	4.42	9	2	1	4.88	NA	3,4
PR-4-03-3341	% MA – Customer		23.08		0		7.69		0		25	2,5
PR-4-04-3341	% MA – VZ – Dispatch	0	0	4.12	0	14.29	0	1.49	0	0	0	2,4,5
PR-4-05-3341	% MA – VZ – No Dispatch	0	NA	2.56	NA	0	0	0	0	0	NA	3,4
PR-6 - Installation Quality												
PR-6-01-3341	% Installation Troubles reported within 30 Days	0	0	0	0	1.22	0	2.47	0	4.35	50	2,5
PR-6-03-3341	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE		0		25		0		0		0	2,5
PR-8 - Open Orders in a Hold Status												
PR-8-01-3341	% Open Orders in a Hold Status > 30 Days	0	0	0	0	0	0	0	0	0	0	2,5
PR-8-02-3341	% Open Orders in a Hold Status > 90 Days	0	0	0	0	0	0	0	0	0	0	2,5
Complex Services - 2 Wire xDSL Loops												
PR-2 - Average Completed Interval												
PR-2-01-3342	Average Interval Completed – Total No Dispatch		NA		NA		6		6		NA	3,4

DELAWARE PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-2-02-3342	Average Interval Completed – Total Dispatch		5.25		5		5.63		6.24		5.75	1,2,3
PR-4 - Missed Appointments												
PR-4-02-3342	Average Delay Days – Total	NA	NA	NA	NA	NA	NA	NA	NA	4	NA	
PR-4-03-3342	% MA – Customer		0		6.67		15.38		2.7		13.64	
PR-4-04-3342	% MA – VZ – Dispatch		0		0		0		0		0	
PR-4-05-3342	% MA – VZ – No Dispatch	0	0	0.45	NA	0.16	0	0.63	0	0.89	NA	1,3,4
PR-4-14-3342	% Completed on Time		100		100		100		100		100	
PR-5 - Facility Missed Orders												
PR-6 - Installation Quality												
PR-6-01-3342	% Installation Troubles reported within 30 Days	1.78	0	2.04	0	1.95	0	1.96	0	2.34	0	1,2,3,5
PR-6-03-3342	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE		0		0		16.67		0		14.29	1,2,3,5
PR-8 - Open Orders in a Hold Status												
PR-8-01-3342	% Open Orders in a Hold Status > 30 Days	0	0	0	0	0	0	0	0	0	0	
PR-8-02-3342	% Open Orders in a Hold Status > 90 Days	0	0	0	0	0	0	0	0	0	0	
Complex Services - 2 Wire xDSL Line Sharing												
PR-2 - Average Completed Interval												
PR-2-01-3343	Average Interval Completed – Total No Dispatch	2.14	NA	2.33	2.6	3.01	2.67	3	2.33	3.02	2.75	2,3,4,5
PR-2-02-3343	Average Interval Completed – Total Dispatch	2.3	NA	2.78	NA	3	NA	2.95	NA	3	NA	
PR-4 - Missed Appointments												
PR-4-02-3343	Average Delay Days – Total	1	NA	1	NA	1	NA	1	NA	1	NA	
PR-4-03-3343	% MA – Customer		0		0		0		0		0	1,2,4,5
PR-4-04-3343	% MA – VZ – Dispatch	0	NA	0	NA	0	NA	0	NA	0	NA	
PR-4-05-3343	% MA – VZ – No Dispatch	0	0	0.45	0	0.16	0	0.63	0	0.89	0	1,2,4,5
PR-6 - Installation Quality												
PR-6-01-3343	% Installation Troubles reported within 30 Days	0.22	0	0.59	0	0	0	0.2	0	0.85	0	1,2,4,5

Federal Communications Commission

FCC 02-262

DELAWARE PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-6-03-3343	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE		0		0		0		0		25	1,2,4,5
PR-8 - Open Orders in a Hold Status												
PR-8-01-3343	% Open Orders in a Hold Status > 30 Days	0	0	0	0	0	0	0	0	0	0	1,2,4,5
PR-8-02-3343	% Open Orders in a Hold Status > 90 Days	0	0	0	0	0	0	0	0	0	0	1,2,4,5
POTS & Complex Aggregate												
PR-2 - Average Completed Interval												
PR-2-10-3133	Average Interval Completed – Disconnects – No Dispatch	3.5	3.36	3.7	3.35	3.79	2.83	4.04	1.05	4.3	1.09	
PR-2-11-3133	Average Interval Completed – Disconnects – Dispatch	3.78	NA	2.33	NA	4.97	NA	4.34	NA	3.59	NA	
Special Services - Provisioning												
PR-2 - Average Completed Interval												
PR-2-01-3200	Average Interval Completed – Total No Dispatch	5.75	NA	6.4	NA	7.5	6.29	5.6	NA	7.6	1.5	3,5
PR-2-02-3200	Average Interval Completed – Total Dispatch	6	18.25	8.91	13.25	7.45	12	5.63	NA	7.79	14	1,2,3,5
PR-2-06-3210	Average Interval Completed - DS0	5.29	NA	11	NA	7.67	NA	5.08	10	7.25	NA	4
PR-2-07-3211	Average Interval Completed – DS1	6.44	18.25	7.71	13.25	7.38	12	6.5	NA	7.87	24	1,2,3,5
PR-2-08-3213	Average Interval Completed – DS3	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
PR-2-09-3510	Average Interval Completed – Total - EEL		NA		NA		NA		NA		NA	
PR-2-10-3200	Average Interval Completed – Disconnects – No Dispatch	6.71	13	4.17	3	4.65	2.22	9.67	NA	5.29	1	1,2,5
PR-2-11-3200	Average Interval Completed – Disconnects – Dispatch	4.5	NA	4.6	NA	5.71	3	13.38	NA	3	NA	3
PR-4 - Missed Appointments												
PR-4-01-3200	% MA – Verizon – Total	0	0	1.14	0	0	1	0	NA	2.33	2.86	1
PR-4-01-3510	% Missed Appointment – Verizon – Total - EEL	0	NA	1.14	NA	0	0	0	NA	2.33	NA	3
PR-4-01-3530	% Missed Appointment – Verizon – Total - IOF	0	NA	1.14	NA	0	0	0	0	2.33	NA	3,4

Federal Communications Commission

FCC 02-262

DELAWARE PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-4-02-3200	Average Delay Days – Total	NA	NA	1	NA	NA	3	NA	NA	4	2	3,5
PR-4-02-3510	Average Delay Days – Total - EEL	NA	NA	1	NA	NA	NA	NA	NA	4	NA	
PR-4-02-3530	Average Delay Days – Total - IOF	NA	NA	1	NA	NA	NA	NA	NA	4	NA	
PR-4-03-3200	% Missed Appointment – Customer		0		0		1.98		NA		0	1
PR-4-03-3510	% Missed Appointment – Customer - EEL		NA		NA		0		NA		NA	3
PR-4-08-3200	% MA – Customer – Due to Late Order Confirmation		0		NA		0		NA		0	1
PR-6 - Installation Quality												
PR-6-01-3200	% Installation Troubles reported within 30 Days	5.38	0	2.75	4.17	5.33	0.21	0	NA	2	0.81	1
PR-6-03-3200	% Installation Troubles reported within 30 Days – FOK/TOK/CPE		12.5		4.17		0		NA		0	1
PR-8 - Open Orders in a Hold Status												
PR-8-01-3200	% Open Orders in a Hold Status > 30 Days	0	12.5	0	0	0	0	0	NA	0	0	1
PR-8-02-3200	% Open Orders in a Hold Status > 90 Days	0	0	0	0	0	0	0	NA	0	0	1
UNE (Maintenance) - POTS/Special Services												
POTS - Maintenance												
MR-2-02-3112	Network Trouble Report Rate – Loop	0.89	0.89	1.3	1.22	1.23	1.06	1.33	0.88	1.47	1.23	
MR-2-02-3140	Network Trouble Report Rate – Platform	0.89	0.27	1.3	0.88	1.23	0.95	1.33	0.62	1.47	0.49	
MR-2-03-3112	Network Trouble Report Rate – Central Office - Loop	0.09	0.07	0.09	0.06	0.07	0.06	0.06	0.05	0.14	0.04	
MR-2-03-3140	Network Trouble Report Rate – Central Office - Platform	0.09	0.33	0.09	0.25	0.07	0.39	0.06	0.17	0.14	0.06	
MR-2-04-3112	% Subsequent Reports - Loop		0		0		0		0		0	
MR-2-04-3140	% Subsequent Reports - Platform		0		0		3.33		2.38		9.38	
MR-2-05-3112	% CPE/TOK/FOK Trouble Report Rate - Loop	0.52	0.36	0.59	0.49	0.63	0.48	0.72	0.5	0.86	0.78	
MR-2-05-3140	% CPE/TOK/FOK Trouble Report Rate - Platform	0.52	0.66	0.59	0.6	0.63	0.53	0.72	0.56	0.86	0.66	
MR-3 - Missed Repair Appointments												

DELAWARE PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
MR-3-01-3112	% Missed Repair Appointment - Loop - Loop	13.86	8.81	20.6	22.42	20.25	10.05	18.62	12.94	24.55	16.18	
MR-3-01-3140	% Missed Repair Appointment - Loop - Platform	13.86	40	20.6	20	20.25	26.83	18.62	25	24.55	30.77	1
MR-3-02-3112	% Missed Repair Appointment - Central Office - Loop	11.18	0	10.48	0	6.27	8.33	7.76	20	3.65	0	5
MR-3-02-3140	% Missed Repair Appointment - Central Office - Platform	11.18	16.67	10.48	0	6.27	5.88	7.76	11.11	3.65	0	1,2,5
MR-3-03-3112	% Missed Repair Appointment — CPE /TOK/FOK - Loop	8.13	6.15	8.79	4.49	11.87	8.79	9.33	6.25	12.6	9.15	
MR-3-03-3140	% Missed Repair Appointment — CPE /TOK/FOK - Platform	8.13	16.67	8.79	0	11.87	17.39	9.33	13.79	12.6	8.57	
MR-4 - Trouble Duration Intervals												
MR-4-01-3112	Mean Time To Repair – Total - Loop	17.85	17.71	19.1	20.43	19.8	19.2	19.94	19.03	21.93	21.43	
MR-4-01-3140	Mean Time To Repair – Total - Platform	17.85	13.11	19.1	15.13	19.8	15.3	19.94	11.63	21.93	12.05	
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	18.62	18.5	19.65	21.13	20.49	19	20.56	19.2	23.02	21.62	
MR-4-02-3140	Mean Time to Repair - Loop Trouble - Platform	18.62	20.3	19.65	17.68	20.49	17.52	20.56	12.02	23.02	13.1	1
MR-4-03-3112	Mean Time To Repair – Central Office Trouble - Loop	10.27	7.16	11.38	6.36	6.84	22.5	6.86	16.2	10.71	14.78	5
MR-4-03-3140	Mean Time To Repair – Central Office Trouble - Platform	10.27	7.11	11.38	6	6.84	9.94	6.86	10.25	10.71	2.95	1,2,5
MR-4-04-3112	% Cleared (all troubles) within 24 Hours - Loop	80.57	81.87	76.82	72.65	76.25	76.78	77.43	75	70.35	63.31	
MR-4-04-3140	% Cleared (all troubles) within 24 Hours - Platform	80.57	81.82	76.82	90.63	76.25	82.76	77.43	90.24	70.35	93.1	
MR-4-06-3140	% Out of Service > 4 hours - Platform	74.28	100	83.53	85.19	80.42	76.92	81.38	67.86	86.67	78.95	1
MR-4-07-3112	% Out of Service > 12 hours - Loop	54.8	62.16	64.92	77.59	59.1	68.35	59.02	69.75	66.7	73.41	
MR-4-07-3140	% Out of Service > 12 hours - Platform	54.8	66.67	64.92	59.26	59.1	58.97	59.02	39.29	66.7	52.63	1
MR-4-08-3112	% Out of Service > 24 Hours - Loop	11.53	14.41	17.75	29.31	15.63	23.02	14.06	21.85	23.28	34.1	

Federal Communications Commission

FCC 02-262

DELAWARE PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
MR-4-08-3140	% Out of Service > 24 Hours - Platform	11.53	0	17.75	11.11	15.63	17.95	14.06	10.71	23.28	10.53	1
MR-5 - Repeat Trouble Reports												
MR-5-01-3112	% Repeat Reports within 30 Days - Loop	12.98	17.54	12.83	17.95	14.02	15.64	13.45	21.11	13.85	19.76	
MR-5-01-3140	% Repeat Reports within 30 Days - Platform	12.98	18.18	12.83	6.25	14.02	15.52	13.45	9.76	13.85	10.34	
Complex Services - 2 Wire Digital												
MR-2 - Trouble Report Rate												
MR-2-02-3341	Network Trouble Report Rate – Loop	0.45	0.4	0.38	0.41	0.66	0.2	0.36	0.41	0.45	0.84	
MR-2-03-3341	Network Trouble Report Rate – Central Office	0.05	0	0.1	0	0	0	0.23	0	0.1	0	
MR-2-04-3341	% Subsequent Reports		0		0		0		0		0	1,2,3,4,5
MR-3 - Missed Repair Appointments												
MR-3-01-3341	% Missed Repair Appointment – Loop	50	0	53.33	0	53.85	0	42.86	0	61.11	25	1,2,3,4,5
MR-3-02-3341	% Missed Repair Appointment – Central Office	0	NA	0	NA	NA	NA	22.22	NA	25	NA	
MR-4 - Trouble Duration Intervals												
MR-4-01-3341	Mean Time To Repair – Total	19.34	56.69	20.46	3.02	52.63	2.22	25.02	13.09	33.76	13.94	1,2,3,4,5
MR-4-02-3341	Mean Time to Repair - Loop Trouble	20.36	56.69	20.63	3.02	52.63	2.22	33.01	13.09	38.7	13.94	1,2,3,4,5
MR-4-03-3341	Mean Time To Repair – Central Office Trouble	10.14	NA	19.82	NA	NA	NA	12.59	NA	11.53	NA	
MR-4-07-3341	% Out of Service > 12 hours	55.56	100	80	0	66.67	0	61.54	50	71.43	33.33	1,2,3,4,5
MR-4-08-3341	% Out of Service > 24 Hours	33.33	50	60	0	41.67	0	30.77	0	57.14	0	1,2,3,4,5
MR-5 - Repeat Trouble Reports												
MR-5-01-3341	% Repeat Reports within 30 Days	35	0	21.05	0	15.38	0	21.74	50	27.27	0	1,2,3,4,5
Complex Services - 2 Wire xDSL Loops												
MR-2 - Trouble Report Rate												
MR-2-02-3342	Network Trouble Report Rate – Loop	0.06	0.38	0.09	0.63	0	0.88	0	0	0.13	0.74	
MR-2-03-3342	Network Trouble Report Rate – Central Office	0.02	0	0.02	0.13	0	0	0	0	0.06	0.12	
MR-3 - Missed Repair Appointments												
MR-3-01-3342	% Missed Repair Appointment – Loop	0	0	16.67	20	NA	0	NA	NA	22.22	16.67	1,2,3,5

Federal Communications Commission

FCC 02-262

DELAWARE PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
MR-3-02-3342	% Missed Repair Appointment – Central Office	0	NA	0	0	NA	NA	NA	NA	14.29	0	2,5
MR-4 - Trouble Duration Intervals												
MR-4-02-3342	Mean Time to Repair - Loop Trouble	49.91	19.18	22.97	25.97	NA	16.44	NA	NA	24.91	26.19	1,2,3,5
MR-4-03-3342	Mean Time To Repair – Central Office Trouble	9.03	NA	13.96	24.87	NA	NA	NA	NA	23.3	2	2,5
MR-4-07-3342	% Out of Service > 12 hours	75	75	77.78	75	NA	66.67	NA	NA	81.25	50	1,2,3,5
MR-4-08-3342	% Out of Service > 24 Hours	25	25	33.33	50	NA	50	NA	NA	37.5	50	1,2,3,5
MR-5 - Repeat Trouble Reports												
MR-5-01-3342	% Repeat Reports within 30 Days	80	0	22.22	0	NA	42.86	NA	NA	31.25	14.29	1,2,3,5
Complex Services - 2 Wire xDSL Line Sharing												
MR-2 - Trouble Report Rate												
MR-2-02-3343	Network Trouble Report Rate – Loop	0.06	0	0.09	0	0	0	0	0	0.13	0	
MR-2-03-3343	Network Trouble Report Rate – Central Office	0.02	0	0.02	0	0	0	0	0	0.06	0	
MR-3 - Missed Repair Appointments												
MR-3-01-3343	% Missed Repair Appointment – Loop	0	NA	16.67	NA	NA	NA	NA	NA	22.22	NA	
MR-3-02-3343	% Missed Repair Appointment – Central Office	0	NA	0	NA	NA	NA	NA	NA	14.29	NA	
MR-4 - Trouble Duration Intervals												
MR-4-02-3343	Mean Time to Repair - Loop Trouble	49.91	NA	22.97	NA	NA	NA	NA	NA	24.91	NA	
MR-4-03-3343	Mean Time To Repair – Central Office Trouble	9.03	NA	13.96	NA	NA	NA	NA	NA	23.3	NA	
MR-4-04-3343	% Cleared (all troubles) within 24 Hours	60	NA	66.67	NA	NA	NA	NA	NA	62.5	NA	
MR-4-07-3343	% Out of Service > 12 hours	75	NA	77.78	NA	NA	NA	NA	NA	81.25	NA	
MR-4-08-3343	% Out of Service > 24 Hours	25	NA	33.33	NA	NA	NA	NA	NA	37.5	NA	
MR-5 - Repeat Trouble Reports												
MR-5-01-3343	% Repeat Reports within 30 Days	80	NA	22.22	NA	NA	NA	NA	NA	31.25	NA	
Special Services - Maintenance												
MR-2 - Trouble Report Rate												
MR-2-01-3200	Network Trouble Report Rate	0.1	1.28	0.16	1.65	0.18	1.76	0.13	3.16	0.15	4.04	

Federal Communications Commission

FCC 02-262

DELAWARE PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
MR-2-05-3200	% CPE/TOK/FOK Trouble Report Rate	0.21	1.99	0.2	0.83	0.28	1.35	0.26	2.95	0.25	3.19	
MR-4 - Trouble Duration Intervals												
MR-4-01-3200	Mean Time To Repair – Total	3.49	6.95	6.69	6.94	4.76	5.87	5.11	5.03	5	5.98	
MR-4-02-3200	Mean Time to Repair - Loop Trouble	4.08	8.1	8.91	6.94	5.29	6.04	4.93	5.03	6.79	5.36	1
MR-4-04-3200	% Cleared (all troubles) within 24 Hours	100	100	97.56	100	100	100	100	100	100	94.74	
MR-4-06-3200	% Out of Service > 4 hours	28	75	48.78	91.67	36.17	63.64	54.29	66.67	56.41	62.5	1
MR-4-07-3200	% Out of Service > 12 hours	0	12.5	4.88	8.33	4.26	9.09	2.86	0	7.69	6.25	1
MR-4-08-3200	% Out of Service > 24 Hours	0	0	2.44	0	0	0	0	0	0	6.25	1
MR-5 - Repeat Trouble Reports												
MR-5-01-3200	% Repeat Reports within 30 Days	12	22.22	9.76	16.67	21.28	15.38	8.57	6.67	15.38	21.05	
Trunks (Aggregate) - POTS/Special Services												
ORDERING												
OR 1 - Order Confirmation Timeliness												
OR-1-11-5020	Average Firm Order Confirmation (FOC) Time <=192 Forecasted Trunks		NA		NA		NA		NA		0	
OR-1-12-5020	% On Time FOC <= 192 Forecasted Trunks		NA		NA		NA		NA		100	5
OR-1-13-5000	% On Time Design Layout Record (DLR)		NA		NA		NA		NA		NA	
OR-2 - Reject Timeliness												
OR-2-11-5020	Average Trunk ASR Reject Time <= 192 Forecasted Trunks		NA		NA		NA		NA		NA	
OR-2-12-5020	% On Time Trunk ASR Reject <= 192 Forecasted Trunks		NA		NA		NA		NA		NA	
PROVISIONING												
PR-2 - Average Interval Completed												
PR-2-09-5020	Average Interval Completed – Total <= 192 Forecasted Trunks	8	NA	NA	NA	8	NA	NA	NA	15	NA	
PR-2-09-5030	Average Interval Completed – Total > 192 Forecasted & Unforecasted	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
PR-4 - Missed Appointment												

Federal Communications Commission

FCC 02-262

DELAWARE PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PR-4-01-5000	% Missed Appointment – Verizon – Total	0	0	0	0	0	NA	NA	NA	0	NA	
PR-4-02-5000	Average Delay Days – Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
PR-4-03-5000	% Missed Appointment – Customer		0		90.91		NA		NA		NA	
PR-5 - Facility Missed Orders												
PR-5-01-5000	% Missed Appointment – Verizon – Facilities	0	0	0	0	0	NA	NA	NA	0	NA	
PR-5-02-5000	% Orders Held for Facilities > 15 Days	0	0	0	0	0	NA	NA	NA	0	NA	
PR-5-03-5000	% Orders Held for Facilities > 60 Days	0	0	0	0	0	NA	NA	NA	0	NA	
PR-6 - Installation Quality												
PR-6-01-5000	% Installation Troubles reported within 30 Days	0	0	0	0	0	NA	NA	NA	0	NA	
PR-6-03-5000	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE		0		0		NA		NA		NA	
MAINTENANCE												
MR-2 - Trouble Report Rate												
MR-2-01-5000	Network Trouble Report Rate – Total	0	0	0	0	0	0	0.02	0	0.01	0	
MR-4 - Trouble Duration Intervals												
MR-4-01-5000	Mean Time To Repair – Total	NA	NA	NA	NA	NA	NA	60.21	NA	0.48	NA	
MR-4-04-5000	% Cleared (all troubles) within 24 Hours	NA	NA	NA	NA	NA	NA	66.67	NA	100	NA	
MR-4-05-5000	% Out of Service > 2 Hours	NA	NA	NA	NA	NA	NA	33.33	NA	0	NA	
MR-4-06-5000	% Out of Service > 4 hours	NA	NA	NA	NA	NA	NA	33.33	NA	0	NA	
MR-4-07-5000	% Out of Service > 12 hours	NA	NA	NA	NA	NA	NA	33.33	NA	0	NA	
MR-4-08-5000	% Out of Service > 24 Hours	NA	NA	NA	NA	NA	NA	33.33	NA	0	NA	
MR-5 - Repeat Trouble Report Rates												
MR-5-01-5000	% Repeat Reports within 30 Days	NA	NA	NA	NA	NA	NA	0	NA	0	NA	

DELAWARE PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
NETWORK PERFORMANCE												
NP-1 - Percent Final Trunk Group Blockage												
NP-1-01-5400	% FTG Exceeding Blocking Standard - Dedicated Final Trunks											
NP-1-02-5400	% FTG Exceeding Blocking Standard (No Exceptions) - Dedicated Final Trunks											
NP-1-03-5400	Number Dedicated FTG Exceeding Blocking Standard – 2 Months											
NP-1-04-5400	Number Dedicated FTG Exceeding Blocking Standard – 3 Months											
NP-2 - Collocation Performance - New												
NP-2-01-6701	% On Time Response to Request for Physical Collocation		NA		NA		NA		NA		NA	
NP-2-02-6701	% On Time Response to Request for Virtual Collocation		NA		NA		NA		NA		NA	
NP-2-03-6701	Average Interval – Physical Collocation		70		NA		66		NA		NA	
NP-2-04-6701	Average Interval – Virtual Collocation		NA		NA		NA		NA		NA	
NP-2-05-6701	% On Time – Physical Collocation		100		NA		100		NA		NA	1,3
NP-2-06-6701	% On Time – Virtual Collocation		NA		NA		NA		NA		NA	
NP-2-07-6701	Average Delay Days – Physical Collocation		NA		NA		NA		NA		NA	
NP-2-08-6701	Average Delay Days – Virtual Collocation		NA		NA		NA		NA		NA	
NP-2 - Collocation Performance - Augment												
NP-2-01-6702	% On Time Response to Request for Physical Collocation		NA		100		100		100		NA	2,3,4
NP-2-02-6702	% On Time Response to Request for Virtual Collocation		NA		100		NA		NA		NA	2

DELAWARE PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
NP-2-03-6702	Average Interval – Physical Collocation		22		NA		14		36		NA	
NP-2-04-6702	Average Interval – Virtual Collocation		NA		NA		6		NA		NA	
NP-2-05-6702	% On Time – Physical Collocation		100		NA		100		100		NA	1,3,4
NP-2-06-6702	% On Time – Virtual Collocation		NA		NA		100		NA		NA	3
NP-2-07-6702	Average Delay Days – Physical Collocation		NA		NA		NA		NA		NA	
NP-2-08-6702	Average Delay Days – Virtual Collocation		NA		NA		NA		NA		NA	

Abbreviations: NA = No Activity.

UD = Under Development.

NEF = No Existing Functionality

blank cell = No data provided.

VZ = Verizon retail analog. If no data was provided, the metric may have a benchmark.

Notes:

- 1 = Sample Size under 10 for February.
- 2 = Sample Size under 10 for March.
- 3 = Sample Size under 10 for April.
- 4 = Sample Size under 10 for May.
- 5 = Sample Size under 10 for June.

Appendix E**Pennsylvania Performance Metrics**

All data included here are taken from the Pennsylvania Carrier-to-Carrier Reports. This table is provided as a reference tool for the convenience of the reader. No conclusions are to be drawn from the raw data contained in this table. Our analysis is based on the totality of the circumstances, such that we may use non-metric evidence, and may rely more heavily on some metrics more than others, in making our determination. The inclusion of these particular metrics in this table does not necessarily mean that we relied on all of these metrics nor that other metrics may not also be important in our analysis. Some metrics that we have relied on in the past and may rely on for a future application were not included here because there was no data provided for them (usually either because there was no activity, or because the metrics are still under development). Metrics with no retail analog provided are usually compared with a benchmark. Note that for some metrics during the period provided, there may be changes in the metric definition, or changes in the retail analog applied, making it difficult to compare the data over time.

PERFORMANCE METRICS CATEGORIES

Metric Number	Metric Name
<i>Preorder and OSS Availability:</i>	
OR-1-02	% On Time LSRC - Flow Through
OR-1-04	% On Time LSRC (Electronic - No Flow Through)
OR-1-06	% On Time LSRC (Electronic - No Flow Through)
OR-1-08	% On Time LSRC (Fax)
OR-1-10	% On Time LSRC Lines (Fax)
OR-1-11	Average Firm Order Confirmation (FOC) Time <=192 Forecasted Trunks
OR-1-12	% On Time FOC <= 192 Forecasted Trunks
OR-1-13	% On Time Design Layout Record (DLR)
PO-1-01	Average Response Time -- Customer Service Record
PO-1-02	Average Response Time - Due Date Availability
PO-1-03	Average Response Time - Address Validation
PO-1-04	Average Response Time - Product and Service Availability
PO-1-05	Average Response Time - Telephone Number Availability and Reservation
PO-1-06	Average Response Time - Facility Availability - (ADSL Loop Qualification)
PO-1-07	Average Response Time - Rejected Query
PO-2-01	OSS Interface Availability -- Total - Electronic Bonding - Maintenance
PO-2-02	OSS Interface Availability -- Prime Time - EDI - Pre-Ordering
PO-2-03	OSS Interface Availability -- Non-Prime Time - Electronic Bonding - Maintenance
PO-3-02	% Answered within 20 Seconds -- Ordering
PO-3-04	% Answered within 20 Seconds -- Repair
PO-5-01	Average Notice of Interface Outage
PO-8-01	% On Time - Manual Loop Qualification
PO-8-02	% On Time - Engineering Record Request
MR-1-01	Average Response Time - Create Trouble - Electronic Bonding

Metric Number	Metric Name
<i>Provisioning:</i>	
PR-2-01	Average Interval Completed -- Total No Dispatch
PR-2-02	Average Interval Completed -- Total Dispatch
PR-2-03	Average Interval Completed -- Dispatch (1-5 Lines)
PR-2-04	Average Interval Completed - Dispatch (6-9 Lines)
PR-2-05	Average Interval Completed - Dispatch (>= 10 Lines)
PR-2-06	Average Interval Completed - DS0
PR-2-07	Average Interval Completed -- DS1
PR-2-08	Average Interval Completed -- DS3
PR-2-09	Average Interval Completed -- Total
PR-4-01	% Missed Appt. -- VZ -- Total
PR-4-02	Average Delay Days -- Total
PR-4-03	% Missed Appt. -- Customer
PR-4-04	% Missed Appt. -- VZ -- Dispatch
PR-4-05	% Missed Appt. -- VZ -- No Dispatch
PR-4-07	% On Time Performance - LNP
PR-4-08	% Missed Appt. -- Customer -- Due to Late Order Confirmation
PR-4-14	% Completed on Time
PR-5-01	% Missed Appointment -- Verizon -- Facilities
PR-5-02	% Orders Held for Facilities > 15 Days
PR-5-03	% Orders Held for Facilities > 60 Days
PR-6-01	% Installation Troubles reported within 30 Days
PR-6-02	% Installation Troubles reported within 7 Days
PR-6-03	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE
PR-8-01	% Open Orders in a Hold Status > 30 Days

PERFORMANCE METRICS CATEGORIES

Metric Number	Metric Name
MR-1-02	Average Response Time - Status Trouble - Electronic Bonding
MR-1-03	Average Response Time - Modify Trouble - Electronic Bonding
MR-1-04	Average Response Time - Request Cancellation of Trouble - Electronic Bonding
MR-1-05	Average Response Time - Trouble Report History (by TN/Circuit) - Electronic Bonding
MR-1-06	Average Response Time - Test Trouble (POTS Only) - Electronic Bonding
<i>Change Management, Billing, OS/DA, Interconnection and Collocation:</i>	
BI-1-02	% DUF in 4 Business Days
BI-2-01	Timeliness of Carrier Bill - Paper Bills
BI-2-02	Timeliness of Carrier Bill - Electronic Bills - BOS BDT format
BI-3-01	% Billing Adjustments - Paper Bills (CRIS & CABS combined)
BI-3-03	% Billing Adjustments - Electronic Bills - BOS BDT format
NP-1-01	% FTG Exceeding Blocking Standard - Final Trunks
NP-1-02	% FTG Exceeding Blocking Standard (No Exceptions) - Final Trunks
NP-1-03	Number Dedicated FTG Exceeding Blocking Standard – 2 Months
NP-1-04	Number Dedicated FTG Exceeding Blocking Standard – 3 Months
<i>Ordering:</i>	
OR-2-02	% On Time LSR Reject - Flow Through
OR-2-04	% On Time LSR Reject (Electronic - No Flow Through)
OR-2-06	% On Time LSR Reject (Electronic - No Flow Through)
OR-2-08	% On Time LSR Reject (Fax)
OR-2-10	% On Time LSR Reject (Fax)

Metric Number	Metric Name
PR-8-02	% Open Orders in a Hold Status > 90 Days
PR-9-01	% On Time Performance - Hot Cuts - Loop
PR-2-10	Average Interval Completed – Disconnects – No Dispatch
PR-2-11	Average Interval Completed – Disconnects – Dispatch
<i>Maintenance and Repair:</i>	
MR-2-01	Network Trouble Report Rate
MR-2-02	Network Trouble Report Rate – Loop
MR-2-03	Network Trouble Report Rate – Central Office
MR-2-04	% Subsequent Reports
MR-2-05	% CPE/TOK/FOK Trouble Report Rate
MR-3-01	% Missed Repair Appointment – Loop
MR-3-02	% Missed Repair Appointment – Central Office
MR-3-03	% Missed Repair Appointment — CPE /TOK/FOK
MR-4-01	Mean Time To Repair – Total
MR-4-02	Mean Time to Repair - Loop Trouble
MR-4-03	Mean Time To Repair – Central Office Trouble
MR-4-04	% Cleared (all troubles) within 24 Hours
MR-4-05	% Out of Service > 2 Hours
MR-4-06	% Out of Service > 4 hours
MR-4-07	% Out of Service > 12 hours

PERFORMANCE METRICS CATAGORIES

Metric Number	Metric Name
OR-2-11	Average Trunk ASR Reject Time <= 192 Forecasted Trunks
OR-2-12	% On Time Trunk ASR Reject <= 192 Forecasted Trunks
OR-3-01	% Rejects
OR-4-02	Completion Notice – % On Time
OR-5-01	% Flow Through - Total
OR-5-02	% Flow Through - Simple
OR-6-01	% Accuracy - Orders
OR-6-02	% Accuracy – Opportunities
OR-6-03	% Accuracy – Local Service Confirmation
OR-7-01	% Order Confirmations/Rejects Sent Within 3 Business Days

Metric Number	Metric Name
MR-4-08	% Out of Service > 24 Hours
MR-5-01	% Repeat Reports within 30 Days

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FCC 02-262

PENNSYLVANIA PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
OSS & BILLING (Pre-Ordering) - POTS/Special Services												
PRE-ORDERING												
PO-1 - Response Time OSS Pre-Ordering Interface												
PO-1-01-6022	Average Response Time – Customer Service Record – EDI – PA/DE	0.34	3.08	0.38	3.41	0.33	3.67	0.33	3.45	0.35	2.97	
PO-1-01-6052	Average Response Time – Customer Service Record – Web GUI – PA/DE	0.34	2.44	0.38	2.61	0.33	2.36	0.33	4.03	0.35	2.4	
PO-1-02-6022	Average Response Time – Due Date Availability – EDI – PA/DE	0.89	3.45	0.93	5.3	0.84	3.88	1.01	3.89	0.99	4.12	
PO-1-02-6052	Average Response Time – Due Date Availability – Web GUI – PA/DE	0.89	3.27	0.93	3.39	0.84	3.1	1.01	5.12	0.99	3.51	
PO-1-03-6022	Average Response Time – Address Validation – EDI – PA/DE	9.18	5.02	8.8	4.99	8.76	5.44	9.02	5.49	8.17	5.27	
PO-1-03-6052	Average Response Time – Address Validation – Web GUI – PA/DE	9.18	5.66	8.8	5.98	8.76	5.63	9.02	7.64	8.17	6.36	
PO-1-04-6022	Average Response Time – Product and Service Availability – EDI – PA/DE	13.91	NA	13.49	NA	13.65	14.28	14.09	13.19	13.22	13.28	
PO-1-04-6052	Average Response Time – Product and Service Availability – Web GUI – PA/DE	13.91	13.28	13.49	14.34	13.65	13.55	14.09	16.32	13.22	18.51	
PO-1-05-6022	Average Response Time – Telephone Number Availability and Reservation – EDI – PA/DE	0.82	10.61	0.75	8.17	0.76	6.78	0.82	6.73	0.8	5.38	
PO-1-05-6052	Average Response Time – Telephone Number Availability and Reservation – Web GUI – PA/DE	0.82	6.75	0.75	6.82	0.76	6.73	0.82	8.6	0.8	7.32	
PO-1-06-6022	Average Response Time – Facility Availability – (ADSL Loop Qualification) – EDI – PA/DE	15.19	4.62	15.4	4.2	15.51	5.43	16.63	6.03	15.59	5.31	
PO-1-06-6052	Average Response Time – Facility Availability – (ADSL Loop Qualification) – Web GUI – PA/DE	15.19	4.46	15.4	4.69	15.51	4.41	16.63	7.01	15.59	5.04	
PO-1-07-6022	Average Response Time – Rejected Query – EDI – PA/DE	0.1	2.85	0.11	3.07	0.09	3.31	0.1	3.26	0.11	3.38	

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FCC 02-262

PENNSYLVANIA PERFORMANCE METRIC DATA

Metric Number	Metric Name	February		March		April		May		June		Notes
		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	
PO-1-07-6052	Average Response Time – Rejected Query – Web GUI – PA/DE	0.1	3.67	0.11	4.08	0.09	3.63	0.1	5.33	0.11	3.82	
PO-2 - OSS Interface Availability												
PO-2-01-6060	OSS Interface Availability – Total – Electronic Bonding – Maintenance – PA		100		100		100		100		100	
PO-2-01-6040	OSS Interface Availability – Total – Web – GUI Maintenance – PA		99.75		99.72		99.28		99.98		99.75	1,3,5
PO-2-02-6020	OSS Interface Availability – Prime Time – EDI – Pre-Ordering – PA		99.72		100		100		100		99.79	1,5
PO-2-02-6060	OSS Interface Availability – Prime Time – Electronic Bonding – Maintenance – PA		100		100		100		100		100	
PO-2-02-6040	OSS Interface Availability – Prime Time – Web GUI – Maintenance – PA		99.61		99.55		99.93		100		99.64	1,5
PO-2-02-6050	OSS Interface Availability – Prime Time – Web GUI – Pre-Ordering – PA		99.56		99.65		99.92		100		99.6	1,5
PO-2-03-6060	OSS Interface Availability – Non-Prime Time – Electronic Bonding – Maintenance – PA		100		100		100		100		100	
PO-2-03-6040	OSS Interface Availability – Non-Prime Time – Web GUI – Maintenance – PA		100		100		98.08		99.94		99.94	3
PO-3 - Contact Center Availability												
PO-3-02-2004	% Answered within 20 Seconds – Ordering – Pittsburgh		92.87		92.37		91.48		89.45			
PO-3-04-2002	% Answered within 20 Seconds – Repair – Richmond		87.2		86.71		85.6		86.4		86.2	
PO-5 - Average Notification of Interface Outage												
PO-5-01-2030	Average Notice of Interface Outage		15		15		NA		NA		20	1,5
PO-8 - Manual Loop Qualification												
PO-8-01-3300	% On Time – Manual Loop Qualification		80		0		100		100		NA	1,3,4
PO-8-02-3300	% On Time – Engineering Record Request		NA		NA		NA		NA		NA	
TROUBLE REPORTING (OSS)												
MR-1 - Response Time OSS Maintenance Interface												
MR-1-01-6060	Average Response Time – Create Trouble – Electronic Bonding	8.37	12.67	8.5	13.79	8.45	14.85	8.82	16.7	8.65	15.65	